JUNE 2012 EXAMINATION
DATE: 14 JUNE 2012
TIME: 09H00 – 11H00
DURATION: 2 HOURS
TOTAL: 100 MARKS
PASS MARK: 40%

( terns and Supervision)

THIS EXAMINATION PAPER CONSISTS OF 3 SECTIONS:

SECTION A: CONSISTS OF 10 MATCHING-STATEMENT QUESTIONS
ANSWER ALL THE QUESTIONS (10 MARKS)

SECTION B: CONSISTS OF 5 SHORT QUESTIONS
ANSWER ALL THE QUESTIONS (55 MARKS)

SECTION C: CONSISTS OF 1 LONG QUESTION
ANSWER THE QUESTION (35 MARKS)

INSTRUCTIONS:
1. Read the following instructions carefully before answering the paper, as failure to act upon them will result in a loss of marks.
2. Write your answers in your answer book, which is provided in the exam.
3. Ensure that your name and student number are clearly indicated on your answer book.
4. Write your answers in either blue or black ink in your answer book.
5. Read each question very carefully before you answer it and number your answers exactly as the questions are numbered.
6. Begin with the question for which you think you will get the best marks.
7. Note the mark allocations for each question – give enough facts to earn the marks allocated. Don't waste time by giving more information than required.
8. You are welcome to use diagrams to illustrate your answers.
9. Please write neatly – we cannot mark illegible handwriting.
10. Any student caught cheating will have his or her examination paper and notes confiscated. The College will take disciplinary measures to protect the integrity of these examinations.
11. If there is something wrong with or missing from your exam paper or your answer book, please inform your invigilator immediately. If you do not inform your invigilator about a problem, the College will not be able to rectify it afterwards, and your marks cannot be adjusted to allow for the problem.
12. This paper may be removed from the examination hall after the examination has taken place.
MATCHING-STATEMENT QUESTIONS

Match the statements in Column B to the terms in Column A. Write down the answers only, for example 1. (a).

<table>
<thead>
<tr>
<th>Column A</th>
<th>Column B</th>
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<tbody>
<tr>
<td>1. charismatic</td>
<td>(a) plan formed by taking all outside influences into consideration</td>
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<tr>
<td>2. summarise</td>
<td>(b) unfair labour practices</td>
</tr>
<tr>
<td>3. sense of responsibility</td>
<td>(c) fairness, recourse to principles of justice to correct or supplement law</td>
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<tr>
<td>4. technical</td>
<td>(d) restate what has been said before</td>
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<td>5. strategic</td>
<td>(e) plans or a ways of doing things</td>
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<tr>
<td>6. pro-active</td>
<td>(f) completing a task without being told to do so</td>
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<tr>
<td>7. policies</td>
<td>(g) capacity to inspire enthusiasm</td>
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<tr>
<td>8. statutes</td>
<td>(h) take action before a problem occurs</td>
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<tr>
<td>9. equity</td>
<td>(i) specialising in industrial, practical or mechanical arts</td>
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<tr>
<td>10. ULP</td>
<td>(j) laws passed by parliament or law-making body</td>
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</tbody>
</table>
SECTION B: SHORT QUESTIONS (55 MARKS)

ANSWER ALL THE QUESTIONS

QUESTION 1
Define the following:
(a) Labour Law (6)
(b) Low energy time (2)
(c) Total Production Maintenance (2) [10]

QUESTION 2
(a) Describe the survival stage of the time management triangle. (6)
(b) 'All of us encounter time barriers in our work day.' Give possible solutions for the following time barriers:
   i. 'Lack of priorities' as a cause of crisis management (3)
   ii. 'Over control' as a cause of poor delegation (1) [10]

QUESTION 3
(a) Give three areas of the employment contract. (3)
(b) Briefly describe the three ways in which a contract of employment can be terminated. (6) [9]

QUESTION 4
(a) List four important reasons for effective communication in the workplace. (4)
(b) Identify four important points to remember when using money as a motivator. (4)
(c) Before delegating a task, the supervisor needs to look at five important requirements of an employee. List these requirements. (5) [13]

QUESTION 5
(a) List seven steps required in order to handle a grievance correctly. (7)
(b) Give six important guidelines to be followed when disciplining an employee. (6) [13]
QUESTION 1

'Without effective controls an organisation will always be at the mercy of all the internal and external forces that can disrupt efficiency and will be unaware of and unable to fight off there forces.'

In view of the statement above, answer the following:

(a) Define control. (2)

(b) List the six consequential steps in the control process. (6)

(c) Explain and give one example of:
   i. Standards for quantity (3)
   ii. Standards for quality (3)

(d) Give the role of budget in exercising control. Do not discuss advantages. (5)

(e) List the seven basic principles that must be satisfied for control to be effective. (7)

(f) Draw a diagram to illustrate a control system with feedback. (9) [35]

[35]