



higher education & training

Department:
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REPUBLIC OF SOUTH AFRICA

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NATIONAL CERTIFICATE

APPLIED MANAGEMENT N6
(4090576)

10 June (Y-Paper)
13:00 – 16:00

This question paper consists of 6 pages.

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
APPLIED MANAGEMENT N6
TIME: 3 HOURS
MARKS: 200

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers correctly according to the numbering system used in this question paper.
 4. Start each question on a NEW page.
 5. Answer ALL the questions within the practical context of the given situation.
 6. Carefully consider the mark allocation in the question paper.
 7. Write neatly and legibly.
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PTO

QUESTION 1

1.1 You are the manager of an upmarket shopping mall in Port Elizabeth. You are responsible for all the management functions.

Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'true' or 'false' next to the question number (1.1.1 – 1.1.10) in the ANSWER BOOK. Correct the statement if it is FALSE.

1.1.1 Personnel management includes the development and training of staff.

1.1.2 Financial management includes setting up budgets.

1.1.3 Horizontal labour division entails allocation of jobs to certain departments.

1.1.4 An external communication barrier can for example be a noisy work environment.

1.1.5 A technical skill is the ability to operate specific machinery.

1.1.6 A manager fulfils a conflict handling role when he/she negotiates new projects.

1.1.7 The Wage Act is implemented to ensure a safe and healthy working environment.

1.1.8 A personality test is used to assess for example mechanical aptitude.

1.1.9 Validity of an evaluation system refers to the consistency of scores obtained by the same person when re-tested with the same test.

1.1.10 Therbligs symbols are used in process cards. (10 × 2) (20)

1.2 Give a suitable description and/or examples for each of the following. Write only the description or example next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK:

1.2.1 Target market

1.2.2 Geographic segmentation

1.2.3 Productivity

1.2.4 Micro environment

1.2.5 A budget (5 × 2) (10)

PTO

- 1.3 Give ONE word/item for each of the following descriptions. Write only the word/term next to the question number (1.3.1 – 1.3.5) in the ANSWER BOOK.
- 1.3.1 This refers to the unofficial system of communication within the organisation.
 - 1.3.2 A process where verbal and non-verbal messages are transferred between staff.
 - 1.3.3 The contract that exists in the workplace when there is no verbal or written contract between employer and employee although the employee has worked for the employer for some time.
 - 1.3.4 This document describes the skills and experience required for a specific position.
 - 1.3.5 A process that introduces new staff to the organisation. (5 × 2) (10)
- 1.4 Choose a description from COLUMN B that matches the term in COLUMN A. Write only the letter (A – E) next to the question number (1.4.1 – 1.4.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
1.4.1	Halo effect	A evaluator judges employee according to the behaviour of a specific group
1.4.2	Strictness or leniency fault	
1.4.3	Central tendency fault	B different meanings are attached to the words; satisfactory or excellent
1.4.4	Generalisations	
1.4.5	Standard setting	C evaluator rates an employee too high or too low during an evaluation
		D evaluator is inclined to award all employees an average score
		E evaluator judges an employee based on his/her observation of a specific characteristic too high or too low

(5 × 2) (10) [50]

PTO

QUESTION 2

2.1 Explain the FOUR main functions of Human Resource Management at the mall. (4 × 2) (8)

2.2 Explain with suitable examples how the manager will deal with the following management functions at the mall:

- 2.2.1 Planning
- 2.2.2 Organising
- 2.2.3 Leading
- 2.2.4 Co-ordination
- 2.2.5 Control
- 2.2.6 Discipline (6 × 2) (12)

2.3 Choose a description from COLUMN B that matches the term in COLUMN A. Write only the letter (A – E) next to the question number (2.3.1 – 2.3.5) in the ANSWER BOOK.

COLUMN A		COLUMN B
2.3.1	Sender	A receiver changes message into meaningful information
2.3.2	Encode	B negative attitude
2.3.3	Decode	C noisy telephone reception
2.3.4	Internal barrier	D formulate information in an understandable message
2.3.5	External barrier	E person who sends a message

(5 × 2) (10)

2.4 Describe FIVE principles of disciplinary procedures. (5 × 2) (10)

2.5 Describe FIVE uses of job analysis. (5 × 2) (10) [50]

QUESTION 3

3.1 Apply the FIVE criteria of a job description to a cleaner position at the mall. (5 + 5) (10)

3.2 Describe FIVE external recruitment methods that can be used to source new staff. (5 × 2) (10)

3.3 Describe FIVE environmental factors that can influence productivity at the mall. (5 × 2) (10)

PTO

- 3.4 Explain marketing under the following headings:
 - 3.4.1 FOUR elements of the marketing mix for the mall and give an example of each. (4 + 4) (8)
 - 3.4.2 TWO marketing communication methods management can use to create awareness. (2)
- 3.5 Describe FIVE principles of motion economy that promotes efficient work methods. (5 × 2) (10)

[50]

QUESTION 4

- 4.1 Describe the FIVE steps of method study. (5 × 2) (10)
- 4.2 List SIX personnel evaluation techniques. (6)
- 4.3 Draw up an advertisement for a dance competition to be hosted at the mall. illustrate clearly how you will apply the AIDA principle to the specific advertisement. (5 × 2) (10)
- 4.4 Name FOUR types of budgets the manager will need to manage. (4)
- 4.5 Describe FIVE purchasing methods management can use to buy stock. (5 × 2) (10)
- 4.6 Describe FIVE types of costs that management has to deal with at the mall. (5 × 2) (10)

[50]

TOTAL: 200