



# higher education & training

Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

## **NATIONAL CERTIFICATE PERSONNEL MANAGEMENT N6**

(4110466)

**18 November 2021 (X-paper)  
09:00–12:00**

This question paper consists of 7 pages.

181Q1B2118

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

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**NOTE:** If you answer more than the required number of questions, only the required number of questions will be marked. All work you do not want to be marked must be clearly crossed out.

**INSTRUCTIONS AND INFORMATION**

1. Answer ALL the questions in SECTION A.
  2. Answer any FOUR of the five questions in SECTION B.
  3. Read all the questions carefully.
  4. Number the answers according to the numbering system used in this question paper.
  5. Start each section on a new page.
  6. Use only a blue or black pen.
  7. Write neatly and legibly.
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**SECTION A****QUESTION 1**

- 1.1 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–K) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

COLUMN A	COLUMN B
1.1.1 Valence <input type="checkbox"/>	A rules that apply to all group members
1.1.2 Inputs	B takes place between people who have no direct reporting relationship
1.1.3 Social need	C level of discretion and independence of employees to perform a task
1.1.4 Job rotation	D employees are given an opportunity to perform all tasks in their department
1.1.5 Ombudsman	E individual outside the organisation's context <input type="checkbox"/>
1.1.6 Time pressure	F a person has a desire to feel safe and secure, to have friendships and to be accepted
1.1.7 Diagonal communication	G a value which individual attaches to specific outcome in question
1.1.8 Grapevine	H stop new ideas with a continual negative reaction
1.1.9 Norm	I communication which takes place in an organisation but does not really deal with the purpose of the business
1.1.10 Blockers	J efforts employees put into their jobs <input type="checkbox"/>
	K there is a time constraint and severe limitations

(10 × 2)

(20)

