



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

MARKING GUIDELINE

**NATIONAL CERTIFICATE
PERSONNEL MANAGEMENT N6**

18 November 2021

This marking guideline consists of 12 pages.

SECTION A**QUESTION 1**

1.1	1.1.1	G	(10 × 2)	(20)
	1.1.2	J		
	1.1.3	F		
	1.1.4	D		
	1.1.5	E		
	1.1.6	K		
	1.1.7	B		
	1.1.8	I		
	1.1.9	A		
	1.1.10	H		
1.2	1.2.1	False	(10 × 1)	(10)
	1.2.2	False		
	1.2.3	False		
	1.2.4	True		
	1.2.5	True		
	1.2.6	False		
	1.2.7	True		
	1.2.8	True		
	1.2.9	False		
	1.2.10	True		
1.3	1.3.1	C	(5 × 2)	(10) [40]
	1.3.2	D		
	1.3.3	C		
	1.3.4	B		
	1.3.5	C		
TOTAL SECTION A:				40

SECTION B

Answer any FOUR of the five questions in this section.

QUESTION 2

- 2.1
- Make employees part of a team and ensure that the employees are wholly responsible for their part of the work performed.
 - Rotate tasks so that individual employees perform all the tasks in a process, so he/she can see how the tasks contribute to the finished product.
 - Delegate new and more difficult tasks to employees which they have not previously performed.
 - Allow employees the opportunity to plan the work method, sequence, pace and use or non-use of material in the execution of required tasks.
 - Involve employees in the analysis and change of the physical aspect of the work environment, e.g. the temperature, lighting, etc. (5 × 2) (10)
- 2.2
- When management understands the basic human nature in terms of the satisfaction of their needs, management will know how to lead workers to become more motivated and productive.
 - Understand that job content and work environment have an influence on the individual's work performance.
 - Approach every worker as a unique individual. People are motivated in different ways.
 - Communicate individually. Approach every worker individually. This will ensure that the needs, aspirations and problems of every employee become known and will be understood. This ensures a climate of trust and as a result employee are more motivated.
 - Understand that employees feel threatened by change. Ensure that they understand the reason for change and that they are part of the process. (5 × 2) (10)
- 2.3
- Adhering to a hierarchy of objectives ✓✓ (2)
- Strategic goals are set at top management level to ensure the organisation achieves its vision and mission. ✓✓
 - Departmental objectives are set that support these strategic goals. ✓✓
 - Individual objectives are set that support departmental objectives. ✓✓ (Any 2 × 2) (4)
- Following a specific cycle ✓✓ (2)
- Setting objectives and standards ✓✓
 - Day-to-day coaching ✓✓
 - Formal review and evaluation of performance ✓✓
 - Taking action to improve performance. ✓✓ (Any 2 × 2) (4)

