



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N1330(E)(J4)H

NATIONAL CERTIFICATE
PERSONNEL MANAGEMENT N6

(4110466)

4 June 2019 (X-Paper)
09:00–12:00

This question paper consists of 8 pages.

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

INSTRUCTIONS AND INFORMATION

1. This question paper consists of TWO sections:

SECTION A: 40 MARKS
SECTION B: 160 MARKS
GRAND TOTAL: 200 MARKS
 2. SECTION A is compulsory.
 3. Answer only FOUR questions in SECTION B.
 4. Read ALL the questions carefully.
 5. Number the answers according to the numbering system used in this question paper.
 6. Write neatly and legibly.
-

SECTION A**QUESTION 1**

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

COLUMN A	COLUMN B
1.1.1 Autonomy	A rules that apply to group members
1.1.2 Job simplification	B stopping a continual negative reaction
1.1.3 Social need	C taking over a process if allowed to achieve their views or priorities
1.1.4 Ombudsman	D level of discretion and independence of employees to perform a particular task
1.1.5 Time pressure	E dividing a job into smaller parts for low-skilled employees
1.1.6 Dominators	F person feels safe and secure, has a desire to be accepted and embraces friendship
1.1.7 Diagonal communication	G independent person employed purely for the purpose of mediating between two conflicting parties
1.1.8 Grapevine	H time constraint or limitation
1.1.9 Norm	I communication in an organisation that is not business related
1.1.10 Blockers	J people from different departments and at different levels in an organisation for the purposes of information flow and improving standards, assistance and understanding

(10 × 2)

(20)

