



# higher education & training

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

## **NATIONAL CERTIFICATE PERSONNEL MANAGEMENT N6**

(4110466)

**2 June 2021 (X-paper)  
09:00–12:00**

**This question paper consists of 9 pages.**

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




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**INSTRUCTIONS AND INFORMATION**

1. Answer all the questions in SECTION A.
  2. Answer FOUR 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. Write neatly and legibly.
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**SECTION A****QUESTION 1**

1.1 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

- 1.1.1 Treating employees as unique individuals motivate them to work hard. 
- 1.1.2 Money is always the best motivator for the employees to perform better in the world of work.
- 1.1.3 MBO encourages effective communication between top level managers.
- 1.1.4 In a narrow span of control communication is good at each level, but poor between top and lowest levels of employees.
- 1.1.5 Horizontal communication is between different departments and levels in an organisation. 
- 1.1.6 In a wide span of control many subordinate report to one manager in an organisation.
- 1.1.7 Group members strive for higher goals than individual members.
- 1.1.8 Conflict is a natural part of the workplace which must be avoided.
- 1.1.9 Individuals' maturity depend on their ability and willingness to take responsibility. 
- 1.1.10 Authority management focuses on achieving the desired results as efficient as possible with the assistance of the human element.

(10 × 1) (10)

