

**POSSIBLE ANSWERS FOR :**

**TYPING SG**

**PAPER 1**

**408-2/1**

**QUESTION 1**

**1. NUMBER OF ERRORS ALLOWED FOR A PASS MARK:**

35 w.p.m. ....	350 words .....	4% = 14 errors
40 w.p.m. ....	400 words .....	4% = 16 errors
45 w.p.m. ....	450 words .....	4% = 18 errors
50 w.p.m. ....	500 words .....	4% = 20 errors
55 w.p.m. ....	550 words .....	4% = 22 errors

(See marking schedule - attached to this memorandum)

2. For the purpose of the speed test, a word will be considered to consist of 5 strokes, one stroke being the depression of a single key, both upper and lower case.
3. The margins for 35, 40, 45, 50 and 55 w.p.m. are clearly indicated on the exam paper. If the candidate passes one of the above-mentioned speed tests (pass mark 40%), the corresponding speed will be indicated on the certificate.
4. For the calculation of the marks that are obtained in the speed test, the highest mark will be taken into account. If a candidate achieves a minimum of 40% for 35, 40, 45, 50 or 55 w.p.m. he/she qualifies for that particular endorsement.
5. If a candidate did not obtain the minimum speed requirement, penalise as follows:  
count the omitted words (5 strokes are one word). The first word omitted, counts one full error and each subsequent word omitted, half an error. Add up all the errors and use the marking schedule to determine how many marks the candidate has obtained. This concession does apply for 35, 40, 45, 50 and 55 w.p.m.

abcde
abcde abcde
abcde abcde = 3 errors

6. The same penalty as in paragraph 5 above is applied if a series of words is repeated or left out in a speed test.
7. The following are considered mistakes throughout:  
a spelling error, a word containing one or more incorrect letters, an erasure, a word omitted, a word repeated, a word or letter later inserted in writing or typing, an incorrect word or letter corrected by typing or writing over it, deleting a letter or a word by hand or by typing oblique lines, hyphens or x's over it, a capital letter left out, incorrectly inserted, irregular line spacing, a line at the bottom of the page that runs off at an angle, an irregular right margin, one or more incorrect numerals in a single number, total or fraction.

8. Penalise as follows for the following errors: (speed test only)
- 8.1 Do not penalise if typed too high at the top or too low at the bottom of the page. Penalise if typing runs obliquely down the page or if it runs off the page. Count the words (5 strokes = one word) and penalise as indicated.
- 8.2 Do not penalise if page 2 is numbered.
- 8.3 Repetitive mistakes - penalise twice per speed test.
- 8.4 Errors to be penalised only once per word - also in hyphenated words.
- 8.5 No guide word required at the end of a page. Do not penalise if typed.
- 8.6 Incorrect division of names (initials and surnames) and date will not be penalised in speed tests.

## 9. MARKING OF SPEED

- 9.1 Both speed tests have to be marked.
- 9.2 Make a mark at the end of 35, 40, 45, 50 and 55 w.p.m.
- 9.3 Mark all the errors to the end of completed limit 35, 40, 45, 50 and 55 w.p.m., depending on how far the candidate has typed.
- 9.4 Add up the errors to the different speed limits and write the errors on the left against the different speed limits.
- 9.5 Use the marking schedule and write the mark next to the number of errors. Determine if they pass or fail by writing P for pass and F for fail under each one.

**35 w.p.m.**

<b>50</b>	<b><u>47</u></b>
<b>P</b>	<b>60</b>

- 9.6 After both speeds have been marked, write the highest mark and the highest speed passed, at the bottom on the right hand side. If a candidate did not pass any speed, write F for fail.

## ANNEXURE II - STANDARD 10

## MARK SCHEME FOR TIMED ACCURACY TEST WITH A 10 MINUTE TIME LIMIT

		MAXIMUM NUMBER OF ERRORS TO PASS									
		8	10	11	12	14	16	18	20	22	24
w.p.m.		15	20	25	30	35	40	45	50	55	60
Marks		60	60	60	60	60	60	60	60	60	60
Errors	1	56	57	57	57	57	58	58	58	58	59
	2	51	53	54	54	55	56	56	56	57	57
	3	47	49	50	51	52	53	54	55	55	56
	4	42	45	47	48	50	51	52	53	54	54
	5	38	42	44	45	47	49	50	51	52	53
	6	33	38	40	42	45	47	48	49	50	51
	7	29	35	37	39	42	44	46	47	49	50
	8	24	31	34	36	39	42	44	46	47	48
	9	20	28	31	33	37	40	42	44	45	47
	10	15	24	27	30	34	38	40	42	44	45
	11	11	21	24	27	32	35	38	40	42	44
	12	6	17	21	24	29	33	36	38	40	42
	13	2	14	18	21	27	31	34	37	39	41
	14	0	10	14	18	24	29	32	35	37	39
	15		7	11	15	21	26	30	33	36	38
	16		3	7	12	19	24	28	31	34	36
	17		0	3	9	16	22	26	29	32	35
	18			0	6	14	20	24	28	31	33
	19				3	11	17	22	26	29	32
	20				0	9	15	20	24	27	30
	21					6	13	18	22	26	29
	22					3	11	16	20	24	27
	23					1	8	14	19	22	26
	24					0	6	12	17	21	24
	25						4	10	15	19	23
	26						2	8	13	18	21
	27						0	6	11	16	20
	28							4	10	14	18
	29							2	8	13	17
	30							0	6	11	15
	31								4	9	14
	32								2	8	12
	33								1	6	11
	34								0	4	9
	35									3	8
	36									1	6
	37									0	5
	38										3
	39										2
	40										0

Speed adjustment: If the minimum speed or the following speed limit is not attained, the first five strokes omitted are regarded as an error and every subsequent ten strokes as an additional error. Candidates obtaining a minimum of 40% in this way qualify for the applicable speed endorsement.<sup>1</sup>

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**QUESTION 1****[60]**

**The timed accuracy test/speed test is to be typed in double line or 1½ line spacing. Type on one side of the paper only. Use margins of 10°. A minimum of 35 w.p.m. is expected and the limits are indicated by (...).**

The personnel function is concerned with attracting, recruiting, motivating and retaining employees who are suited to the activities of the firm. It can also be stated that the personnel function includes those activities relating to the production factor of labour.

One important aspect of a person's actions in the firm is linked to his morale or his attitude towards his work, colleagues and employer. Morale and performance usually go hand in hand. The remuneration of the worker is an important motivating factor, but by no means the only one. There are other factors such as the security he enjoys; the medical benefits he receives; the way in which his complaints are attended to; the manner in which his individuality is recognised; team spirit; recreational facilities and the status of a particular position.

The personnel function is largely concerned with the development of people. This development is essential as to enable the individual as well as the firm to achieve the objectives of both in the most efficient way, within the given combination of labour and other means of production. This implies that the personnel function extends throughout the firm and that each individual with authority over subordinates, accepts responsibility for personnel.

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It is important to realise that the top manager is largely responsible for the personnel function. Nevertheless it is advantageous for a big firm to make allowance for the limitations imposed by man's complexity by using experts, and thus to optimise use of its manpower. For this purpose independent personnel departments are created to perform the specialised activities on behalf of the top manager and other functional managers.

35 w.p.m.

In effective personnel provision the emphasis falls on scientific manpower planning. Manpower requirements of the future must be forecast on both a short and long-term basis. To make this forecast as accurate as possible, many variable factors must be taken

40 w.p.m.

into account, since manpower planning entails provision of personnel in the right numbers, and of the right quality at the right time and place, to be utilised as effectively as possible.

In a planning context this means that the firm should attend to matters such as clear personnel objectives; forecasting of personnel needs while taking the economic situation into account; growth and expansion possibilities of the firm and industry; possible structural changes within the firm, as well

45 w.p.m.

as the general economy; and the developments in labour legislation.

50 w.p.m.

Such planning of personnel provision can only be carried out if the firm has a reasonable indication of the different tasks and requirements which the workers will have to

55 w.p.m.

TOTAL: 60

**MOONTLIKE ANTWOORDE VIR :**

**TIK SG**

**VRAESTEL 1**

**408-2/1**

**VRAAG 1****1. GETAL FOUTE TOEGELAAT OM TE SLAAG:**

35 w.p.m. ....	350 woorde .....	4% = 14 foute
40 w.p.m. ....	400 woorde .....	4% = 16 foute
45 w.p.m. ....	450 woorde .....	4% = 18 foute
50 w.p.m. ....	500 woorde .....	4% = 20 foute
55 w.p.m. ....	550 woorde .....	4% = 22 foute

(Sien punteskedule - aangeheg aan hierdie memorandum)

2. Vir die doeleindes van die spoedtoets word 'n woord beskou as bestaande uit 5 aanslae, en een aanslag is die afdruk van 'n enkele toets, sowel bokas as onderkas.
3. Die grense vir 35, 40, 45, 50 en 55 w.p.m. word duidelik op die vraestel aangedui. As die kandidaat een van die bogenoemde spoedstukke slaag (slaagpunt 40%), sal die betrokke spoed op die sertifikaat aangedui word.
4. Vir die berekening van die getal punte wat in die spoedtoets behaal word, sal die hoogste punt in aanmerking geneem word. Indien kandidate vir 35, 40, 45, 50 of 55 w.p.m., 'n minimum van 40% behaal, kwalifiseer hulle vir die spoedendossement.
5. Indien 'n kandidaat nie die minimum vereiste spoed vereiste behaal het nie, sal hy/sy soos volg gepenaliseer word:  
tel die ontbrekende woorde (5 aanslae is een woord). Die eerste ontbrekende woord tel een volle fout en elke daaropvolgende ontbrekende woord, 'n halwe fout. Tel al die foute saam en lees die punte behaal af van die punteskedule. Dit is van toepassing op 35, 40, 45, 50 en 55 w.p.m.

abcde abcde abcde abcde abcde = 3 foute

6. Dieselfde penalisering soos in paragraaf 5 hierbo moet toegepas word indien 'n reeks woorde in 'n spoedtoets herhaal of weggelaat is.
7. Die volgende word deurgaans as foute beskou:  
'n spelfout, 'n woord wat een of meer verkeerde letters bevat, 'n uitwissing, 'n woord uitgelaat, 'n woord herhaal, 'n woord of letter later ingevoeg in skrif of met die tikmasjien, 'n verkeerde woord of letter doodgetrek of oorgetik, die deurhaal van 'n woord of letter met die hand (koppeltekens, lyne of x'e), 'n hoofletter weggelaat of verkeerdelik ingevoeg, onreëlmatige reëlafstande, 'n reël onderaan 'n bladsy wat skuins afloop, 'n onreëlmatige regterkantlyn, een of meer verkeerde syfers in 'n enkele getal, bedrag of breuk.



8. Vir die volgende foute moet soos volg gepenaliseer word (slegs spoedtoets):
- 8.1 Moenie penaliseer indien tikwerk te hoog op bladsy of te laag op bladsy begin of eindig nie. Penaliseer slegs indien tikwerk skeef is of indien tikwerk van die bladsy af is. Tel woorde (5 aanslae = een woord) en penaliseer soos voorgeskryf.
- 8.2 Moenie penaliseer indien bladsy 2 genommer is nie.
- 8.3 Herhalingsfoute - penaliseer twee keer per spoedstuk.
- 8.4 Foute word slegs een keer per woord gepenaliseer, ook in koppeltekenwoorde.
- 8.5 Geen gidsword word aan die einde van die bladsy vereis nie. Indien wel getik, moet nie penaliseer nie.
- 8.6 Verkeerde verdeling van name (voorletters en van) en datums sal nie in spoedstukke gepenaliseer word nie.

## 9. NASIEN VAN SPOED

- 9.1 Al twee spoedstukke moet nagesien word.
- 9.2 Maak 'n merkie by 35, 40, 45, 50 en 55 w.p.m.
- 9.3 Merk al die foute tot aan die einde van die voltoooide grens, nl. 35, 40, 45, 50 en 55 w.p.m., afhangende van hoe ver die kandidaat getik het.
- 9.4 Tel die foute tot by elke spoedgrens en skryf die aantal foute aan die linkerkant regoor die verskillende grense neer.
- 9.5 Kyk op die punteskedule onder die w.p.m.-kolom hoeveel punte die kandidaat behaal het. Skryf S vir slaag of D onder elkeen.

### 35 w.p.m.

5o 47  
S 60

- 9.6 Nadat albei spoedstukke gemerk is, skryf die hoogste punt en die hoogste spoed geslaag, onderaan die regterkant. Indien 'n kandidaat geen spoed geslaag het nie, skryf D vir druipe.

## BYLAE II - STANDERD 10

## PUNTESKEDULE VIR TYDNOUKEURIGHEIDSTOETS (10 MINUTE)

		MAKSIMUM AANTAL FOUTE OM TE SLAAG									
		8	10	11	12	14	16	18	20	22	24
w.p.m.		15	20	25	30	35	40	45	50	55	60
Punte		60	60	60	60	60	60	60	60	60	60
Foute		1	2	3	4	5	6	7	8	9	10
	1	56	57	57	57	57	58	58	58	58	59
	2	51	53	54	54	55	56	56	56	57	57
	3	47	49	50	51	52	53	54	55	55	56
	4	42	45	47	48	50	51	52	53	54	54
	5	38	42	44	45	47	49	50	51	52	53
	6	33	38	40	42	45	47	48	49	50	51
	7	29	35	37	39	42	44	46	47	49	50
	8	24	31	34	36	39	42	44	46	47	48
	9	20	28	31	33	37	40	42	44	45	47
	10	15	24	27	30	34	38	40	42	44	45
	11	11	21	24	27	32	35	38	40	42	44
	12	6	17	21	24	29	33	36	38	40	42
	13	2	14	18	21	27	31	34	37	39	41
	14	0	10	14	18	24	29	32	35	37	39
	15		7	11	15	21	26	30	33	36	38
	16		3	7	12	19	24	28	31	34	36
	17		0	3	9	16	22	26	29	32	35
	18			0	6	14	20	24	28	31	33
	19				3	11	17	22	26	29	32
	20				0	9	15	20	24	27	30
	21					6	13	18	22	26	29
	22					3	11	16	20	24	27
	23					1	8	14	19	22	26
	24					0	6	12	17	21	24
	25						4	10	15	19	23
	26						2	8	13	18	21
	27						0	6	11	16	20
	28							4	10	14	18
	29							2	8	13	17
	30							0	6	11	15
	31								4	9	14
	32								2	8	12
	33								1	6	11
	34								0	4	9
	35									3	8
	36									1	6
	37									0	5
	38										3
	39										2
	40										0

Spoeaanpassing: Indien die minimum spoed of daaropvolgende spoedgrense nie bereik is nie, sal die eerste vyf ontbrekende aanslae as 'n volle fout en elke daaropvolgende tien ontbrekende aanslae as 'n addisionele fout bereken word. Indien kandidate op hierdie wyse 'n minimum van 40% behaal, walifiseer hulle vir die betrokke spoedendossement.

**VRAAG 1****[60]**

**Die tydnoukeurigheidstoets moet in dubbel- of 1½-reëlafstand getik word. Tik slegs op een kant van die bladsy. Gebruik kantruimtes van 10°. 'n Minimum van 35 w.p.m. word verwag en die grense word deur (...) aangedui.**

Die personeelfunksie is gemoeid met die lok, werwing, motivering en behoud van werkers wat geskik is vir die take van 'n onderneming. Die personeelfunksie sluit daardie aktiwiteite in wat daarop gemik is om na arbeid as produksiefaktor om te sien.

'n Belangrike aspek van die mens se optrede in die onderneming is die werker se moraal, oftewel sy houding teenoor sy werk, medewerknemers en werkgewer. Moraal en prestasie gaan gewoonlik hand aan hand. Die vergoeding wat die werker ontvang, is 'n belangrike motiverende faktor, maar beslis nie die enigste nie. Daar is nog faktore soos die sekuriteit wat hy kry; die mediese voordele wat hy ontvang; die wyse waarop sy griewe aandag geniet; die wyse waarop hy as individu erken word; die spangees; ontspanningsgeriewe en die status wat 'n besondere betrekking meebring.

Die personeelfunksie gaan in 'n belangrike mate oor die ontwikkeling van mense. Hierdie ontwikkeling is noodsaaklik sodat, binne die gegewe samevoeging van arbeid en ander produksiemiddele, die individu en die onderneming die gestelde doelwitte op die doeltreffendste wyse kan bereik. Dit beteken by implikasie dat die personeel-funksie dwarsdeur die onderneming strek en dat elke individu in die onderneming wat gesag oor ondergeskiktes het, personeelverantwoordelikhede aanvaar.

Dit is belangrik om daarop te let dat die personeelfunksie die verantwoordelikheid van die topbestuur is. Vir die groot

onderneming is dit nietemin voordelig om met die hulp van spesialiste met die beperkings wat deur die mens as komplekse wese gestel word, rekening te hou en die personeelkragte optimaal te benut. Selfstandige personeel- .....

35 w.p.m.

departemente kom tot stand om die gespesialiseerde aktiwiteite namens die topbestuur en ander funksionele bestuurders te verrig.

By doeltreffende personeelvoorsiening val die klem op wetenskaplike mannekragbeplanning. Die mannekragbehoefes van .....

40 w.p.m.

die onderneming moet op die kort- en langtermyn vooruitskat word. Akkurate vooruitskattings bring mee dat alle veranderlike faktore in ag geneem moet word. Mannekragbeplanning beteken die voorsiening van die regte hoeveelheid en gehalte personeel op die regte plek en tyd in die onderneming sodat die personeelkragte so doeltreffend moontlik benut word.

45 w.p.m.

In 'n beplanningstekst moet die onderneming dus doelgerig aandag skenk aan aangeleenthede soos personeeldoelwitte; /voor- .....

50 w.p.m.

uitskatting van personeelbehoefes met inagneming van die ekonomiese toestande, groei- en uitbreidingsmoontlikhede van die onderneming en bedryfstak; moontlike struktuurveranderinge ten opsigte van die onderneming en die algemene ekonomie; staats .....

55 w.p.m.

**TOTAAL: 60**