



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

N470(E)(N15)H
NOVEMBER EXAMINATION

NATIONAL CERTIFICATE

**ENTREPRENEURSHIP AND BUSINESS
MANAGEMENT N5**
(First Paper)

(4090315)

15 November 2016 (X-Paper)
09:00–09:30

CLOSED-BOOK EXAMINATION

This question paper consists of 5 pages and an answer sheet of 2 pages.

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA**

**NATIONAL CERTIFICATE
ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5**

(First Paper)

TIME: 30 MINUTES

MARKS: 50

INSTRUCTIONS AND INFORMATION

1. Answer ALL the questions on the attached ANSWER SHEET.
 2. Read ALL the questions carefully.
 3. Write your EXAMINATION NUMBER and CENTRE NUMBER on each page of the ANSWER SHEET.
 4. Write neatly and legibly.
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SECTION A

Answer the following questions on the attached ANSWER SHEET.

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.5) in the ANSWER BOOK.

- 1.1.1 ONE of the characteristics of an efficient supplier is ...
- A competition.
 - B production differentiation.
 - C excellent service.
 - D bad quality of raw materials.
- 1.1.2 ... is NOT an important function to assist managers to manage their business well.
- A Organising
 - B Planning
 - C Leadership
 - D Discrimination
- 1.1.3 The habit of effective self-management, which implies that you know where you are going, is called ...
- A begin with the end in mind.
 - B proactive.
 - C synergy.
 - D priorities.
- 1.1.4 The community includes the area where the ... of your business are living.
- A government
 - B customers and workers
 - C state
 - D suppliers
- 1.1.5 ... is the formulation of detailed financial plans.
- A Fixed assets
 - B Break-even point
 - C A balance sheet
 - D A budget

(5 × 2) (10)

- 1.2 Name the THREE important elements which should be present to form a habit. (3 × 2) (6)
- 1.3 State whether a manager requires TECHNICAL, HUMAN or CONCEPTUAL SKILLS when dealing with each of the following situations:
- 1.3.1 Mr Denvor is a manager of a clothing production line. During night shift duty, a sewing machine stopped working. He had to fix the machine.
- 1.3.2 Mr Denvor saw two of his workers having an argument and he had to deal with the situation.
- 1.3.3 Mr Denvor purchased 10 new machines to add to his production line. He has to draw up a floor plan to fit the old and new machines in the same area.
- 1.3.4 Elsie, one of Mr Denvor's employees, is often late for work. Mr Denvor has to help her to change this behaviour.
- 1.3.5 Mr Denvor has to connect all the computers in one office to the printer. (5 × 2) (10)
- 1.4 Choose ONE term for each of the following descriptions from the list below. Write only the term next to the question number (1.4.1–1.4.10) in the ANSWER BOOK.

delegation; break-even point; ethics; technology; inventory; job description; authority; remuneration; justice; budget; economies of scale; workmen's compensation
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- 1.4.1 Moral principles or set of values held by an individual or group.
- 1.4.2 Stock which a business has on hand on the shelves and in the storeroom or warehouse
- 1.4.3 Gives the details of what workers do, how they do it and under what circumstances their tasks should be carried out.
- 1.4.4 Provides insurance cover against the loss of income as a result of injury or death of a worker while on duty.
- 1.4.5 Improved techniques which are used to perform business activities in a more efficient and cost-effective way.

- 1.4.6 When a senior person in an organisation uses his/her authority to give an instruction to a subordinate in order to get a task completed
- 1.4.7 The power or right to give orders or to make final decisions and enforce obedience
- 1.4.8 The economic position of a business when it does not make a profit or a loss
- 1.4.9 Compensation that an employee receives for his/her labour
- 1.4.10 The drop in the average cost per unit when large volumes are produced (10 × 2) (20)
- 1.5 State any FOUR factors that a business manager must remember when selecting a new supplier for his/her business. (4 × 1) (4) [50]
- TOTAL SECTION A: 50**

ANSWER SHEET **EXAMINATION NUMBER:**

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CENTRE NUMBER:

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QUESTION 1

- 1.1 1.1.1 _____
- 1.1.2 _____
- 1.1.3 _____
- 1.1.4 _____
- 1.1.5 _____
- (5×2) (10)

- 1.2 _____
- _____
- _____
- (3×2) (6)

- 1.3 1.3.1 _____
- 1.3.2 _____
- 1.3.3 _____
- 1.3.4 _____
- 1.3.5 _____
- (5×2) (10)

EXAMINATION NUMBER:

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CENTRE NUMBER:

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- 1.4 1.4.1 _____
- 1.4.2 _____
- 1.4.3 _____
- 1.4.4 _____
- 1.4.5 _____
- 1.4.6 _____
- 1.4.7 _____
- 1.4.8 _____
- 1.4.9 _____
- 1.4.10 _____

(10 × 2) (20)

- 1.5 _____
- _____
- _____
- _____

(4 × 1) (4)

TOTAL SECTION A: 50