



higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5

(First Paper)

(4090315)

14 November 2019 (X-Paper)

09:00–09:30

CLOSED-BOOK EXAMINATION

This question paper consists of 4 pages.




DEPARTMENT OF HIGHER EDUCATION AND TRAINING
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(First Paper)
TIME: ½ HOUR
MARKS: 50

INSTRUCTIONS AND INFORMATION





1. Answer ALL the questions.
 2. Read ALL the questions carefully.
 3. Number the answers according to the numbering system used in this question paper.
 4. Write neatly and legibly.
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SECTION A**QUESTION 1**

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

COLUMN A		COLUMN B	
1.1.1	PAYE	A	the ability of an individual to obtain the support and action of people to achieve a common goal 
1.1.2	Brainstorming	B	moral principles or set of values held by individuals or groups
1.1.3	Delegation	C	the level of competition in the same industry or business
1.1.4	Proactivity	D	taking initiative
1.1.5	Ethics 	E	pay as you earn
1.1.6	Termination of employment	F	measures the relationship between outputs and inputs
1.1.7	Market condition	G	employee's job comes to an end through legislative process
1.1.8	Leadership	H	doing the right thing
1.1.9	Management	I	an exercise in which members in the group use their creative ability to generate ideas on a specific topic 
1.1.10	Productivity	J	when a senior person in an organisation uses his/her authority to give an instruction to a subordinate in order to get task completed
		K	doing things right

(10 × 2) (20)

- 1.2 Define each of the following terms:
- 1.2.1 Sexual harassment
 - 1.2.2 Competitors 
 - 1.2.3 Management
 - 1.2.4 Induction
 - 1.2.5 Performance appraisal (5 × 2) (10)
- 1.3 Indicate whether the following statements are TRUE or FALSE. Choose the answer and write only 'True' or 'False' next to the question number (1.3.1–1.3.5) in the ANSWER BOOK.
- 1.3.1 Good customer care is quickly recognised by customers and word of mouth is still one of the most powerful advertising methods.
 - 1.3.2 People with Aids should not be entitled to the same rights and opportunities as people with cancer. 
 - 1.3.3 Middle-level managers accept full responsibility for the business.
 - 1.3.4 Bureaucracies are renowned for petty rules and regulations.
 - 1.3.5 Collective power is strongly used by trade unions.  (5 × 2) (10)
- 1.4 Name the first THREE steps in the decision-making process. (3 × 2) (6)
- 1.5 What are the TWO general inventory control systems?  (2 × 2) (4)
- [50]**
- TOTAL SECTION A: 50**