



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

**ENTREPRENEURSHIP AND BUSINESS MANAGEMENT
N5**

(First paper)

(4090315)

**6 October 2020 (X-paper)
09:00–09:30**

CLOSED-BOOK EXAMINATION

This question paper consists of 4 pages and an answer sheet of 2 pages.

175Q1B2006

DEPARTMENT OF HIGHER EDUCATION AND TRAINING
REPUBLIC OF SOUTH AFRICA
NATIONAL CERTIFICATE
ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5
TIME: 30 MINUTES
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. Use only a black or blue pen.
 5. Write neatly and legibly.
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SECTION A**QUESTION 1**

1.1 Various options are given as possible answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.6) in the ANSWER BOOK.


1.1.1 The seven habits of effective personal management does not include ...

- A proactivity. 
- B prioritisation.
- C dynamics.
- D synergy.

1.1.2 Within a group, the following individuals may be identified:

- A Dominator, avoider, degrader and shy person.
- B Dominator, avoider, degrader and expert.
- C Dominator, avoider, leader and expert.
- D Dominator, manager, degrader and avoider.

1.1.3 Leadership is the ability of an individual to ...

- A doing what he/she already knows.
- B do things right.
- C obtain the support and action of people to achieve a common goal.
- D give orders and control. 


1.1.4 ... requires a clear understanding and commitment to group goals which should involve the workers jointly determining these goals.

- A Trade Union
- B Team
- C Management
- D Employers




1.1.5 A manager needs the following skills:

- A Planning, organising and technical skills.
- B Technical, human and conceptual skills.
- C Conceptual, business and control skills.
- D Technical, human and ethical skills

1.1.6 Which of the following is not a core function of a manager?

- A Planning 
- B Judging
- C Organising
- D Controlling

(6 × 2) (12)

- 1.2 Indicate whether the following statements are TRUE or FALSE by writing only 'True' or 'False' next to the question number (1.2.1–1.2.10) in the ANSWER BOOK.
- 1.2.1 People with AIDS are entitled to the same rights and opportunities as people with other serious or life-threatening illnesses.
- 1.2.2 Social responsibility within the organisation refers to the extra effort that a business or organisation takes over and above normal remuneration for work done. 
- 1.2.3 Controlling one's employees through threats and punishment is an example of coercive power.
- 1.2.4 Selection does not refer to the choice from a pool of candidates of the most suitable candidate who, according to the selection panel, best meets the job requirement.
- 1.2.5 Motivation can be defined as that internal drive or desire that an individual experiences to exert an effort.
- 1.2.6 Trade unions are formed to fight employers.
- 1.2.7 CCMA stands for Constitution for Conciliation, Mediation and Arbitration.
- 1.2.8 An employee is usually fired when he/she has committed a serious offence, neglected to perform his/her duty or refused to co-operate at all. 
- 1.2.9 Credit may be used as a customer service incentive to gain a competitive advantage.
- 1.2.10 In a bureaucratic organisational structure rules, regulations and techniques of control are not defined precisely. (10 × 2) (20)
- 1.3 Name THREE acts (legislation) that govern the workplace. (3 × 2) (6)
- 1.4 State THREE voluntary employee benefits.  (3 × 2) (6)
- 1.5 Which THREE questions would you ask to determine whether a decision is ethical or not? (3 × 2) (6)
- TOTAL SECTION A: 50**

ANSWER SHEET

EXAMINATION NUMBER:

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QUESTION 1

- 1.1 1.1.1 _____
- 1.1 1.1.2 _____
- 1.1 1.1.3 _____
- 1.1 1.1.4 _____
- 1.1 1.1.5 _____
- 1.1 1.1.6 _____

(6 × 2) (12)

- 1.2 1.2.1 _____
- 1.2 1.2.2 _____
- 1.2 1.2.3 _____
- 1.2 1.2.4 _____
- 1.2 1.2.5 _____
- 1.2 1.2.6 _____
- 1.2 1.2.7 _____
- 1.2 1.2.8 _____
- 1.2 1.2.9 _____
- 1.2 1.2.10 _____

(10 × 2) (20)

- 1.3 _____
- _____
- _____
- _____
- _____
- _____
- _____

(3 × 2) (6)

ANSWER SHEET

EXAMINATION NUMBER:

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1.4

(3 × 2) (6)

1.5

(3 × 2) (6)

TOTAL SECTION A: 50