higher education & training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5

(First paper)

(4090315)

9 November 2022 (X-paper)
09:00–9:30

CLOSED BOOK EXAMINATION

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

044Q1B2209

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DEPARTMENT OF HIGHER EDUCATION AND TRAINING
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ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5
(First paper)
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. Write your EXAMINATION NUMBER on the ANSWER SHEETS and detach them from the question paper before handing them in.
5. Start each section on a new page.
6. Use only a blue or black pen.
7. 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 (1.1.1–1.1.5) in the ANSWER BOOK.

1.1.1 A good manager will be ethically and socially responsible.

1.1.2 People have different ways of looking at things.

1.1.3 Scheduling of activities is a key facet of production control.

1.1.4 Outputs of operations management are the finished products.

1.1.5 Unity of command shows how many employees report to each manager.

(2 × 5) (10)

1.2 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 (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 Comparing actual results with planned results and taking corrective action is:

A planning
B leading
C control
D organising

1.2.2 Being proactive allows you to

A form a habit
B blame everybody for the mistake of the past
C make things happen instead of waiting for things to happen
D not act in advance.

1.2.3 Variables that should be borne in mind when considering purchasing:

A gaining the loyalty and trust of customers
B building your business reputation by showing that the business is concerned about doing things the right way
C whether suppliers have a good reputation in delivering
D showing that you are a responsible company

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1.2.4 Planning activities for the personnel department will not include:

A developing recruitment strategies
B creating a compensation policy
C creating a business plan
D strategies for performance appraisal

1.2.5 Structure shows how many staff report to each manager.

A Chain of command
B The nature of work
C Unity of command
D The span of control

(2 × 5) (10)

1.3 Define the following concepts:

1.3.1 Business environment

1.3.2 Proactive

1.3.3 The golden rule

1.3.4 Delegation

1.3.5 Brainstorming

(2 × 5) (10)

1.4 1.4.1 Name any FOUR supporting materials that may be included in the business plan appendix. (2 × 4) (8)

1.4.2 State any FOUR characteristics of effective control (2 × 4) (8)

1.4.3 List TWO factors to consider during job design. (2 × 2) (4)

[50]

TOTAL SECTION A: 50

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ANSWER SHEET

QUESTION 1

1.1 1.1.1 _____

1.1.2 _____

1.1.3 _____

1.1.4 _____

1.1.5 _____

(2 × 5) (10)

1.2 1.2.1 _____

1.2.2 _____

1.2.3 _____

1.2.4 _____

1.2.5 _____

(2 × 5) (10)

1.3 1.3.1 _____

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1.3.2 _____

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1.3.3 _____

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1.3.4 _____

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1.3.5 _____

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(2 × 5) (10)

1.4 1.4.1 _____

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(2 × 4) (8)

1.4.2 _____

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(2 × 4) (8)

1.4.3 _____

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(2 × 2) (4)

[50]

TOTAL SECTION A: 50

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