



# higher education & training

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Department:  
Higher Education and Training  
**REPUBLIC OF SOUTH AFRICA**

N460(E)(M27)H

**NATIONAL CERTIFICATE**

**ENTREPRENEURSHIP AND BUSINESS MANAGEMENT**

**N5**

(First Paper)

(4090315)

**27 May 2019 (X-Paper)**

**09:00–09:30**

**CLOSED-BOOK EXAMINATION**

**This question paper consists of 5 pages and an answer sheet of 1 page.**

**DEPARTMENT OF HIGHER EDUCATION AND TRAINING**  
**REPUBLIC OF SOUTH AFRICA**  
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ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5  
(First Paper)  
TIME: 30 MINUTES  
MARKS: 50

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**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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**QUESTION 1**

1.1 Various options are given as possible answers to the following statements. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.15) in the ANSWER BOOK.


1.1.1 Which ONE of the following is NOT a type of interview?

- A Tension interview
- B Planned interview
- C Unstructured interview 
- D Unplanned interview

1.1.2 Water and electricity are examples of ... costs.

- A total
- B variable
- C fixed
- D marginal


1.1.3 Which ONE is NOT a compulsory fringe benefit for employees?

- A Workman's compensation
- B A and C
- C Unemployment Insurance Fund 
- D Medical aid schemes

1.1.4 Trade unions strive to ...




- A promote equal salary.
- B promote workers' holidays.
- C promote the social, economic and political interests of employees.
- D promote black workers.

1.1.5 A return on an investment indicates the ...


- A growth of the business.
- B profit and loss. 
- C compensation for the risk that the owner took.
- D capital investment.

1.1.6 The main responsibility for the productivity of a business lies with the ...

- A workers.
- B quality of raw materials.
- C trade unions.
- D management.

- 1.1.7 The following offence constitutes final dismissal:
- A Drunkenness off duty
  - B Absent from work
  - C Fraud 
  - D Being late for work
- 1.1.8 The most important assets of a business are ...
- A raw materials.
  - B finished goods.
  - C workers.
  - D buildings and equipment.
- 1.1.9 ... is the benefit of the lower cost per unit when large volumes are produced.
- A Net profit
  - B Economics of scale 
  - C Opportunity cost
  - D Sales cost
- 1.1.10 The difference between a product and a service is that a service is ...
- A private.
  - B tangible.
  - C intangible.
  - D all of the above.
- 1.1.11 Which ONE is NOT part of the selection process?
- A Application form
  - B Salary scale
  - C Physical examination
  - D Tests
- 1.1.12 An employee's productivity rates depend on a variety of factors which includes ...
- A level of training.
  - B motivation of employees.
  - C environmental factors. 
  - D all of the above.
- 1.1.13 The cost price of a product depends on ...
- A the sales volume of the product.
  - B the amount customers are prepared to pay.
  - C both fixed and variable costs.
  - D the efficiency of the sales force.

1.1.14 Power based on the ability to influence others because of the superior knowledge is known as ... power

- A personal
- B position
- C legal 
- D expert

1.1.15 Market conditions refer to ...

- A a business doing the same business as others.
- B selling and buying.
- C the number of customers.
- D the level of competition in the same business or industry.

(15 × 2) (30)

1.2 Define each of the following:

1.2.1 Budget

1.2.2 Ethics

1.2.3 Brainstorming

1.2.4 Motivation 

1.2.5 Priorities

1.2.6 Breakeven point

1.2.7 Fixed costs

1.2.8 Entrepreneur

1.2.9 Grievance

1.2.10 Induction 

(10 × 2) (20)

**TOTAL: 50**

**ANSWER SHEET**

**EXAMINATION NUMBER:**

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**CENTRUM 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 \_\_\_\_\_
- 1.1 1.1.7 \_\_\_\_\_
- 1.1 1.1.8 \_\_\_\_\_
- 1.1 1.1.9 \_\_\_\_\_
- 1.1 1.1.10 \_\_\_\_\_
- 1.1 1.1.11 \_\_\_\_\_
- 1.1 1.1.12 \_\_\_\_\_
- 1.1 1.1.13 \_\_\_\_\_
- 1.1 1.1.14 \_\_\_\_\_
- 1.1 1.1.15 \_\_\_\_\_

(15 × 2) (30)



- 1.1 1.2.1 \_\_\_\_\_
- 1.1 1.2.2 \_\_\_\_\_
- 1.1 1.2.3 \_\_\_\_\_
- 1.1 1.2.4 \_\_\_\_\_
- 1.1 1.2.5 \_\_\_\_\_
- 1.1 1.2.6 \_\_\_\_\_
- 1.1 1.2.7 \_\_\_\_\_
- 1.1 1.2.8 \_\_\_\_\_
- 1.1 1.2.9 \_\_\_\_\_
- 1.1 1.2.10 \_\_\_\_\_

(10 × 2) (20)

**TOTAL: 50**