



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

NATIONAL CERTIFICATE

**ENTREPRENEURSHIP AND BUSINESS
MANAGEMENT N5**

(First paper)

(4090315)

**25 May 2021 (X-paper)
09:00–09:30**

CLOSED-BOOK EXAMINATION

This question paper consists of 5 pages and an ANSWER SHEET of 3 pages.

046Q1J2125

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


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. Answer all the questions on the ANSWER SHEET (attached).
 5. Use only a black or blue pen.
 6. 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 correct answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.


1.1.1 It is true that habits are an addition and therefore ...

- A cannot accepted. 
- B can be changed.
- C cannot be changed.
- D do not determine our effectiveness.

1.1.2 Marketing planning is the ongoing process of ...

- A identifying the target market.
- B where buyer and seller meet.
- C managing the marketing department.
- D fixing product and service prices.

1.1.3 Which of these is not regarded as customers' rights?

- A Right to safety 
- B Right to know
- C Right to be heard
- D Right to strike without permission


1.1.4 The aim of a flat organisational structure is to ...

- A control, rule and regulate techniques in defined manner.
- B combine all departments in an organisational structure.
- C soften the hierarchy of authority.
- D divide departments into top, middle and lower structure.


1.1.5 Job identification refers to ...

- A lists of important duties or functions of a specific job.
- B special work circumstances.
- C the job title, job status and date on which the job description was compiled.
- D authority and duties are spelled out.

1.1.6 Trade unions strives to promote ...

- A pay workers a salary and pension. 
- B the social, economic and political interests of employees.
- C economic, educational and housing benefits.
- D strikes and increase workers holidays.


1.1.7 The ... budget is a network of separate budgets in a business that are interdependent.

- A sales 
- B master
- C cash
- D cash flow

1.1.8 Economies of scale refer to ...

- A a drop in the average cost per unit when a large volume is produced.
- B putting economics on a scale.
- C the cost doing business with big companies using a scale.
- D the production of goods and services with a measuring scale.

1.1.9 Fixed order quantity is ...

- A event triggered.
- B price triggered.
- C order triggered.
- D fixed products and services. 

1.1.10 The most important assets of South Africa are ...

- A Parliament and President Ramaphosa.
- B the government and SARS.
- C the people of South Africa.
- D natural resources, land and buildings.

(10 × 2) (20)

1.2 Define the following words or terms:

1.2.1 Budget

1.2.2 CCMA (write out in full)




1.2.3 Recruitment 

1.2.4 Community

1.2.5 Culture

(5 × 2) (10)

- 1.3 Choose a/an word/item from COLUMN B that matches a description in COLUMN A. Write only the letter (A–O) next to the question number (1.3.1–1.3.10) in the ANSWER BOOK.

COLUMN A		COLUMN B	
1.3.1	Knowledge, skills and desire	A	immoral management
1.3.2	Comparing actual results with planned business plan 	B	return on assets
1.3.3	Managers strive for success but only within the guideline of an ethical check	C	controlling
1.3.4	The ability of employees to organise themselves together and offer their labour	D	element of habit
1.3.5	The responsibility of employees is increased by giving them more authority and autonomy	E	fixed cost
1.3.6	The technical precautionary measure put in place in the work place to protect the health of employees	F	expert power
1.3.7	This ratio will give you an idea of how well your business assets have been used in the business in the financial terms	G	moral management
1.3.8	The cost that stays the same irrespective of production 	I	occupational hygiene
1.3.9	Set of tools, techniques and actions used to convert an organisation's input into output	J	planning 
1.3.10	The process of directing all the resources and efforts of a business towards opportunities to generate profit	K	collective power
		L	job enrichment
		M	technology
		N	fixed asset
		O	management

(10 × 2)

(20)
[30]**TOTAL SECTION A:****50**

ANSWER SHEET

ENTREPRENEURSHIP AND BUSINESS MANAGEMENT N5 (First paper)

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 _____
- 1.1.6 _____
- 1.1.7 _____
- 1.1.8 _____
- 1.1.9 _____
- 1.1.10 _____

(10 x 2) (20)

- 1.2 1.2.1 _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____



EXAMINATION NUMBER:

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1.2.2



1.2.3

1.2.4



EXAMINATION NUMBER:

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1.2.5 _____



(5 x 2) (10)

1.3 1.3.1 _____
1.3.2 _____
1.3.3 _____
1.3.4 _____
1.3.5 _____
1.3.6 _____
1.3.7 _____
1.3.8 _____
1.3.9 _____
1.3.10 _____



(10 x 2) (20)
[50]

TOTAL SECTION A: 50