

2003

P.472  
para. 19.4.5

The acquisition of funds is known as .....

- 1 financing
- 2 financial management
- 3 investment

2 Which of the following statements on cost are correct?

P.398-400  
para. 19.3.4  
H/O, 30  
S/G, 51

- a Fixed costs are that portion of total costs which remains unchanged within the boundaries of a fixed production capacity regardless of an increase or decrease in production
- b Variable cost per unit is that portion of the total costs which changes according to a change in the volume produced
- c Variable costs remain more or less constant irrespective of the quantity produced
- d The total costs involved in the production of a specific number of products produced in a particular period consist of the total fixed costs and the total variable costs incurred in their production

- 1 a c
- 2 a d
- 3 c d
- 4 b c d
- 5 a b c d

3 Which of the following options are correct?

H/O 29  
P.461  
para. 19.4.1

Shareholders' interest consists of .....

- a owners' equity
- b long term debt
- c preference share capital
- d net working capital

- 1 a b c d
- 2 a c
- 3 a b
- 4 b c d
- 5 c d

MNB 102-E

[TURN OVER]

4 The ..... reflects all the possessions of the business, together with their respective values as at the balance sheet date.

P.395  
para. 17.3.1

- 1 asset structure
- 2 balance sheet
- 3 income statement
- 4 asset side

5 Which one of the following options from the income statement correctly completes the following statement?

H/O 31!!  
P.401  
Fig. 17.9

Net income (sales) less ..... is gross profit.

NB!

- 1 returns and cash discount
- 2 cost of goods sold
- 3 operating costs
- 4 interest
- 5 reserves

6 Calculate the total present value of the following cash flow amounts received at the end of each year. The interest rate is 10%.

H/O 43  
P.411  
para. 17.6.42

Year	Cash flow
1	R3 000
2	R2 000
3	R5 000

2727,30  
1652,80  
3756,50

Periods (n)	Future value factors		
	5%	10%	15%
1	1,0500	1,1000	1,1500
2	1,1025	1,2100	1,3225
3	1,1576	1,3310	1,5209
4	1,2155	1,4641	1,7490
5	1,2763	1,6105	2,0114

Periods (n)	Discounting factors		
	5%	10%	15%
1	0,9524	0,9091	0,8696
2	0,9070	0,8264	0,7561
3	0,8638	0,7513	0,6575
4	0,8227	0,6830	0,5718
5	0,7835	0,6209	0,4972

- 1 R8 137
- 2 R7 409
- 3 R7 513
- 4 R8 990

$$\begin{aligned}
 PV &= R3000(0,9091) + R2000(0,8264) \\
 &\quad + R5000(0,7513) \\
 &= R2727,30 + R1652,80 + 3756,50 \\
 &= R8136,60 \\
 &= R8137 \quad (\text{To nearest Rand})
 \end{aligned}$$

[TURN OVER]

(Break-even Formula)

7 Given the following information, which of the following calculations are correct concerning cost-volume-profit relationships?

Selling price per unit = R20  
 Total variable costs = R1 000  
 Fixed costs per unit = R3  
 Total fixed costs = R600

$N = \frac{F}{(SP-V)}$   
 $N = \frac{600}{20-5}$   
 $N = \frac{600}{15}$   
 $N = 40$

- (a) Number of units sold = 200 units
- (b) Total profit generated = R2 400
- (c) Number of units to break even = 50 units
- (d) Marginal income per unit = R15

- 1 a b
- 2 a b d
- 3 c d
- 4 b c d
- 5 a b c d

8 Calculate the total present value of the following cash flow amounts at the end of the second year at an interest rate of 10%. (Calculate to the nearest R1)

Year	Cash flow
1	R 4000
2	R 6000
3	R 5000

Discounting factors

Periods (n)	5%	10%	15%
1	0,9524	0,9091	0,8696
2	0,9070	0,8264	0,7561
3	0,8638	0,7513	0,6575
4	0,8227	0,6830	0,5718
5	0,7835	0,6209	0,4972

- 1 R12 351
- 2 R 8 594
- 3 R 3 757
- 4 R 4 958

$PV = R4000(0,9091) + R6000(0,8264) + R5000(0,7513)$

$PV = R3636,40 + R4958,40$

$PV = R8594$

[TURN OVER]

(At the end of the 2<sup>nd</sup> Year)

9 Use the following information to calculate owners' equity.

Fixed assets

Motor R 90 000  
 Land and buildings R100 000 (cost price)  
 Accumulated depreciation on land and buildings must be calculated at 10% of cost price

Current assets

Debtors R80 000  
 Inventory R40 000

Shareholder's capital

Ordinary share capital R300 000

Distributable reserves

Capital reserves R100 000  
 Undistributed profit R150 000

Long term debt

Mortgage bond R500 000

Current liabilities

Creditors R50 000  
 Bank overdraft R60 000

- 1 R 190 000
- 2 R 550 000
- 3 R 50 000
- 4 R 250 000

10 The ..... implies that the business must be able to capitalise on good opportunities.

- 1 transaction motive
- 2 precautionary motive
- 3 speculative motive
- 4 profit motive

11 Credit extended to another firm is referred to as .....

- 1 enterprise credit
- 2 consumer credit
- 3 trade credit
- 4 surplus credit

[TURN OVER]

H/0604

H/0 43  
 P. 411  
 Para. 17.6.42

Table 17.5  
 P. 416  
 Para. 17.7.1.2

P. 433  
 Para. 18.2.2.  
 P. 456  
 Para. 19.3.1  
 Fig. 19.1

Net Income  
 Owners' Equity

12 Which of the following statements on the profit objective when managing stock are correct?

The profit objective is to .....

P.439  
para. 18.2.4  
Profit  
Operative

- a ✓ keep the lowest possible supply of stock
- b ✓ keep the stock turnover as high as possible
- c x keep as much stock as possible to ensure that the business is never without stock
- d x ensure that production interruptions never occur

- 1 a b
- 2 a c
- 3 a b c
- 4 a b d
- 5 c d

13 Which of the following are uses of cash in a business?

P.443  
table 18.4

- a An increase in assets
- b Dividend payments to shareholders
- c A decrease in liabilities
- d Investment income → Source of Cash

- 1 a b c
- 2 a b d
- 3 c d
- 4 b c
- 5 a b c d

14 Identify the four Cs of credit.

P.439  
Top of page  
para. 18.2.3

- a Credit terms
- b Character
- c Capacity
- d Capital
- e Climate

- 1 a b c d
- 2 a b c e
- 3 a b d e
- 4 b c d e

[TURN OVER]

15 The terminal cash flow is the expected ..... after tax, which is related to the termination of the project.

P.445  
para. 18.3.2.2

- 1 project profit
- 2 total cost
- 3 profit
- 4 net cash flow

16 Which statements about cash flow are correct?

P.444  
para. 18.3.2.7

- a The annual net cash flows are the net cash flows after tax
- b The initial investment is the net cash outflow at the commencement of the project
- c The life of the project also means the economic life of the project
- d The terminal cash flow is the expected net cash flow after tax

- 1 a b
- 2 a c d
- 3 b d
- 4 b c d
- 5 a b c d

17 ..... is the process through which financial institutions pool the funds obtained from surplus units and make these funds available to those requiring finance.

P.453  
para. 19.2  
H/O 61

- 1 Financial markets
- 2 Financial institutions
- 3 Financial intermediaries

18 The ..... is the market in which financial instruments of a short-term maturity are traded.

P.454  
para. 19.2.2

- 1 primary market → P. 453 ; para. 19.2.1
- 2 secondary market → P. 453 ; para. 19.2.1
- 3 money market → P. 454 ; para. 19.2.2
- 4 capital market → P. 456 ; para. 19.2.2

[TURN OVER]

19. As a source of short-term funds, which of the following advantages does trade credit provide?

P. 457/8  
Para. 19.3.1  
H/0 62

- (a) It is readily available ✓
  - (b) It is informal ✓
  - (c) It is less flexible than other forms of short-term financing
  - (d) It does not require security ✓
- 1 a b c d  
2 a b c  
3 a b d  
4 c d  
5 b d

20. Which of the following are characteristics of ordinary shares?

P. 462/3  
Para. 19.4.1.1  
H/0 64

- (a) ✓ The liability of the ordinary shareholder is limited to the amount of capital which the shareholder contributed to the business
- (b) ✓ The shareholder has no certainty that the money paid for the shares will be refunded
- (c) ✓ Ordinary shares in a listed company are tradeable on the stock exchange
- (d) ✓ A business has no legal obligation to reward ordinary shareholders in the form of dividends

- 1 a b c d  
2 a b c  
3 a b d  
4 a c  
5 c d

The portion of profit paid to ordinary shareholders is known as a **DIVIDEND** and is paid out in proportion to the shareholding of each ordinary shareholder. Also valid for voting rights.

21. You are given the following information on the cost of capital of MNB Co Ltd.

P. 472  
Para. 19.4.5  
H/0 65

	Amount	Component Cost	
Share capital (Owner's Equity)	R500 000	15% × 50%	= 7,5%
Preference share capital	R300 000	5% × 30%	= 1,5%
Long-term debt (after tax)	R200 000	9% × 20%	= 1,8%
	1000 000		10,8

Use the information of MNB Co Ltd to calculate the company's weighted average cost of capital.

- 1 15,0%  
2 18,5%  
3 10,8%  
4 23,2%

The weighted average cost of capital  $K_a$  (weighting the component cost of each type of long-term capital in the capital structure by its proportion to the total), involves 3 steps:-

- (1) Calculate the after-tax cost of each form of capital
- (2) Calculate the proportion (weight) " " " "
- (3) Combine the costs to determine the weighted average

P. 472  
Para. 19.4.5

Type of Capital	Amount (1)	Proportion (% of Total) (after tax) (2)	Component Cost (3)	Weighted Cost (4)	(5) = (3) × (4)
Share Capital	R500 000	0,5	15% × 50%	7,5%	
Preference Shares	R300 000	0,3	5% × 30%	1,5%	
Long-Term Debt	R200 000	0,2	9% × 20%	1,8%	

22. Which of the following are positive results obtained by the application of operations management guidelines?

P. 481  
Para. 20.3.1

- (a) ✓ Higher quality
- (b) ✓ Lower costs
- (c) ✗ Longer lead time
- (d) ✗ Greater adaptability
- (e) ✓ Better service

— shorter lead time  
— lower variability

- 1 a b c  
2 a b d e  
3 a c d e  
4 b c d e  
5 a b c d e

23. Which of the following characteristics relate to project systems?

P. 491  
Para. 20.4.1  
Fig. 20.4

- (a) Output volume is low
- (b) Output volume is high
- (c) Product variety is high
- (d) Projects may have different designs

- 1 a b c d  
2 a c d  
3 b d  
4 b c

24. Operations management in the business is important for which of the following reasons?

P. 480  
Para. 20.2.1

- (a) ✓ It can improve productivity
- (b) ✓ It can help the business to satisfy the needs of its clients more effectively
- (c) ✓ It can be decisive for the general reputation of the business
- (d) ✗ It will ensure financial success for the business

- 1 a b c  
2 a b  
3 c d  
4 b c d  
5 a b c d

25 Match the operations management guideline in Column A with the corresponding positive result in Column B.

Column A (Operations management guideline)	Column B (Positive result)
a Do things right the first time	(i) Lower variability
b Do things cost effectively	(ii) Higher quality
c Do things fast	(iii) Lower cost
d Change things quickly	(iv) Shorter lead time
e Do things right every time	(v) Greater adaptability

- 1 a - (i)    b - (ii)    c - (iii)    d - (iv)    e - (v)  
 2 a - (ii) ✓    b - (iii) ✓    c - (iv) ✓    d - (v) ✓    e - (i)  
 3 a - (iii)    b - (ii)    c - (i)    d - (iv)    e - (v)  
 4 a - (iv)    b - (i)    c - (ii)    d - (v)    e - (iii)  
 5 a - (v)    b - (iv)    c - (iii)    d - (ii)    e - (i)

26 Which of the following statements are correct concerning the classification of operations processes in manufacturing businesses?

- a ✓ Project systems represent operations processes which are highly individual  
 b ✓ Jobbing systems normally represent operations processes conducted on a small scale  
 c ✗ Continuous or repetitive systems represent operations systems in which the output volume is low  
 d ✓ Job-lot systems are a combination of a repetitive system and a jobbing system

- 1 a b c d  
 2 a b c  
 3 a b d  
 4 b c d

[TURN OVER]

27 Which of the following characteristics are correct concerning products that are manufactured as against services provided?

- Physically tangible  
 Low client contact  
 Long response time  
 Capital intensive

- 1 a b c  
 2 a b  
 3 c d  
 4 b c d  
 5 a b c d

Products    Services  
 (a)    Intangible  
 (b) Low Cl. High Client  
 (c)  
 (d)

28 A jeweller is an example of a ..... system?

- 1 project  
 2 jobbing  
 3 job-lot  
 4 repetitive

29 Arrange/order the steps for the layout and flow of the manufacturing/service provision facility in the correct order.

- a Selecting the basic layout type 2  
 b Detail design of the layout 3  
 c Selecting of the process type 1

- 1 a b c  
 2 a c b  
 3 b a c  
 4 b c a  
 5 c a b

[TURN OVER]

P.482  
para. 20.3.1

P.491/2  
para. 20.4.1

Fig. 20.4

P.489  
para. 20.3.2.3  
(shaded area)

quicker manufacturing

P.491  
Fig. 20.4

P.504  
para. 21.2.3.2

P.504  
Step 2  
para. 21.2.3.2

30 Which of the following types of layout form the four basic layout types which depict the general form and arrangement of operations facilities?

- a The fixed position layout ✓
- b The network layout
- c The product layout ✓
- d The cellular layout ✓
- e The process layout ✓

- 1 a c d
- 2 a b c
- 3 a b d e
- 4 a c d e
- 5 b c d e

31 Which of the following activities are performed in order to reconcile the volume and timing dimensions?

P.508  
para. 21.3.1

- a Execution of tasks
- b Loading of tasks ✓
- c Sequence of tasks ✓
- d Scheduling of tasks ✓

- 1 a b c d
- 2 b c
- 3 a d
- 4 b c d

32 Arrange the first five steps of quality planning and control in the correct order.

P.513-515  
para. 21.3.4.3

- a 1 Defining the quality characteristics of the product and service
- b 2 Measuring the quality characteristics of the product and service
- c 3 Setting standards for each quality characteristic of the product and service
- d 4 Controlling quality against the set standards
- e 5 Identifying and rectifying the causes of poor quality
- f 6 Continuous improvement of quality

- 1 b d e c a
- 2 c a b d e
- 3 a b c d e
- 4 d c a e b
- 5 e a b c d

DOMESTIC carved in Cardboard

POSITION

[TURN OVER]

P.516  
para. 21.4.1.1

33 Which performance standards are generally used to measure operational improvement?

- a Historical standards ✓
- b Target performance standards ✓
- c The performance standards of competitors ✓
- d Absolute performance standards ✓
- e The performance of suppliers

- 1 a b c d
- 2 a b d e
- 3 a c d e
- 4 b c d e
- 5 a b c d e

34 Which of the following failures are typical failures occurring in operations processes?

P.517  
para. 21.4.2

- a Facility failures - machines, equipment ✓
- b Design failures - in process processors ✓
- c Staff failures - mistakes made ✓
- d Customer/client failures - use product incorrectly ✓

- Supplier failures
- 1 a b
  - 2 a d
  - 3 b c d
  - 4 a b c d

Top Quality Management

35 Which of the following statements on total quality management (TQM) are correct?

QUALITY

P.512  
para. 21.3.4

- a ✗ The responsibility for quality is confined only to the operations management function
- b ✓ Quality is one of the main elements for adding value to products/ services ✓
- c ✓ Quality is one of the main elements in obtaining a long-term competitive advantage over competitors ✓
- d ✓ Better quality influences income and cost ✓

- 1 a c d
- 2 a b
- 3 b d
- 4 b c d

[TURN OVER]

36 Which of the following statements on purchasing planning are correct?

- a  Purchasing is a service function
- b  Purchasing planning is subordinate to business planning
- c  Purchasing objectives are subordinate to business objectives
- d  Purchasing planning should be conducted in consultation with other functions

- 1 ab
- 2 bd
- 3 acd
- 4 bcd
- 5  abcd

37 Which of the following are criteria for gauging the effectiveness of the execution of purchasing activities?

- a  To investigate purchasing cost
- b  To calculate the production capacity
- c  To compare costs with those of previous periods
- d  To investigate the number of orders and requisitions

- 1 ad
- 2  acd
- 3 bcd
- 4 abcd

38 The purchasing function should perform which of the following activities?

- a  Choosing suppliers
- b  Comparing the prices of the business with those of competitors in the same field
- c  Warehousing of products purchased
- d  Determining the quality of materials

- 1 a
- 2  a.c.d
- 3 abc
- 4 b.d

39 Which one of the following is not a purchasing management function?

- 1  Supplier selection → p. 559; para. 23.5
- 2  Negotiation → p. 568; para. 23.10
- 3  Transportation inwards → ?
- 4  Materials handling → p. 553; para. 23.3.2

Research → p. 566; para. 23.9  
 Outsourcing → p. 565; para. 23.8  
 Timing of Purchases → p. 563; para. 23.7  
 Pricing Decisions → p. 562; para. 23.6  
 Quantities → p. 554; para. 23.4  
 Quality Decisions → p. 551; para. 23.3

[TURN OVER]

40 Which of the following factors will determine the status of the purchasing function?

- a  Value of Purchased materials
- b  The situation in the supplier market
- c  The size of the business
- d  The nature of the material or products purchased

- 1 ab
- 2 bd
- 3 acd
- 4 bcd
- 5  abcd

41 Which of the following are sub-policies of the purchasing policy?

- a  Policy in respect of ethical purchasing practices
- b  Policy in respect of internal purchasing matters
- c  Production policy
- d  Supplier policy

- 1 abc
- 2  abd
- 3 bcd
- 4 abcd

42 A ..... is particularly suited to a business comprising geographically dispersed plants where purchases are made from a variety of geographically dispersed suppliers?

- 1 centralised purchasing structure
- 2  decentralised purchasing organisation
- 3 combination of centralised and decentralised

43 Which of the following are disadvantages of too much inventory?

- a  Operating capital is tied up
- b  Losses in terms of depreciation
- c  More urgent orders
- d  Bigger insurance premiums

- 1 ab
- 2 abd
- 3  acd
- 4 cd
- 5 abcd

[TURN OVER]

P.530 para.2.2.4.1

P.542 para.22.4.3.2

P.523 para.22.1

P.548-568 para.23.2-23.10

below Fig. 22.7 P.536 para.22.4.2.1

P.545 para.22.5.3

P.535 para.22.4.2.1

P.555 Table 23.1

2' is correct, and 'b' is wrong. (1) + (2) should be examined. (2) 'c' is correct, (3) + (4) are wrong.

Answer

P.562  
para. 23.6.2  
last (use on page)

P.549  
Table Fig. 23.1

P.548  
para. 23.2

P.553  
para. 23.3.3

• Price lists  
• Quotations/Tenders  
• Negotiation

1. Develop + Descrip  
2. Choice of suppliers  
3. Research on prices  
4. Issuing the order  
5. Follow-up + expediting  
6. Receipt, distrib. + inspection  
7. Handling errors + discrep.  
8. Paying for Order  
9. Closing the Order

MNB101D

Quality Control/Inspection

P.567  
para. 23.9

P.196  
para. 9.3.1

44 A buyer is likely to obtain the most favourable price by .....

- 1 using post-tender negotiations
- ② conducting negotiations
- 3 obtaining quotations
- 4 comparing price lists

45 Place the last four basic steps in the purchasing cycle in the correct order.

- a 1 Receipt, distribution and inspection
- b 2 Handling errors and discrepancies
- c 4 Closing the order
- d 3 Paying for the order

- 1 a b c d
- 2 a c b d
- ③ a b d c
- 4 b a c d

46 The steps in the purchasing cycle can be divided into certain phases. Identify these phases.

- a ✓ The notification phase
- b ✓ The order phase
- c ✓ The postorder phase
- d The paying phase

- ① a b c d
- 2 a b d
- 3 c d
- 4 a b c d

47 Which of the following statements on determining quality as a purchasing activity are correct?

- a ✓ Specification may be used in the description of quality
- b X Quality does not influence inventory holding
- c X Inspection is the task of the purchasing department
- d ✓ Standardisation of products and their quality increase competition in the market

- ① a d
- 2 a b c
- 3 b c d
- 4 a b c d

48 Which of the following statements on the influence of inflation in purchasing are correct?

- ✓ a In the past, suppliers could recover costs from purchasers, even if the costs arose from supplier inefficiency
- ✓ b Non-fixed price contracts should be avoided
- ✓ c Suppliers must substantiate any price increases they wish to make
- ✓ d It is unnecessary to include labour as a variable component in non-fixed price contracts

- 1 a b
- 2 c d
- 3 a b c
- 4 b c d
- ⑤ a b c d

49 Which of the following are areas in which purchasing research can be conducted?

- ✓ a Research on materials and services
- ✓ b Research on negotiations in purchasing
- ✓ c Research on a suppliers market
- ✓ d Research on the purchasing system

- 1 a b
- ② a c d
- 3 b d
- 4 a b c d

50 ..... as a method of job analysis is especially suited for analysing the job of an unskilled worker.

- ① Observation
- 2 Interviewing
- 3 Questionnaires
- 4 Diary

51 The process whereby new employees are informed, among other things, of the business's policy, procedures, remuneration and incentive schemes is referred to as .....

- 1 employment
- ② induction
- 3 development
- 4 training



52 Place the steps in human resources planning in the correct order.

- a Identify the type of incumbent required to perform the job
- b Identify the job currently being performed in the business
- c Identify the number of incumbents who will be required in future

- 1 a b c
- 2 a c b
- 3 b a c
- 4 b c a
- 5 c a b

*bac*

53 Which of the following statements represent advantages of recruitment from the inside?

- /a Career planning by employees becomes possible
- b There can be intense personal competition among colleagues
- c The business will have considerable information on a prospective candidate's abilities
- d Generally, no new ideas will be introduced into the business

- /1 a c
- 2 b d
- 3 a b c
- 4 a b c d

54 Which of the following statements on human resource management and the management of human resources are correct?

- a A marketing manager is responsible for the management of human resources
- b A marketing manager is responsible for human resource management
- c The management of human resources is referred to as general management
- d Human resource management is referred to as general management

- 1 a b c d
- 2 a b c
- 3 b c d
- 4 a c
- 5 b d

[TURN OVER]

55 Which of the following statements are correct?

Recruitment from the outside....

- a permits employment of someone with the most suitable qualifications and experience
- ✓b considerably increases the possibility for innovation within the business
- ✓c is costly
- d does not guarantee that the new employee will be successful in the offered post

- 1 a b
- 2 a b d
- /3 a b c d
- 4 c-d

56 Which of the following statements on selection and induction are correct?

- ✓a Some human resource managers do not attach much value to references
- b When the job is offered, the applicant usually has to be medically examined
- ✓c The new employee must go through a process of socialisation
- d An induction programme must indicate which communication channels are available to a new employee

- 1 a b
- 2 a c d
- 3 b c d
- 4 a b c d

*financial, extrinsic*

57 Complete the following statement correctly.

Remuneration represents the .... and non-financial .... rewards provided by an employer for the .... made by employees in fulfilling .... aimed at achieving ....

- 1 financial; intrinsic; effort; job specifications; sales targets
- 2 material; extrinsic; skills; job descriptions; goals
- ✓3 financial; extrinsic; time, skills and effort; job requirements; business objectives
- 4 financial; intrinsic; time and skills; job specifications; organisational profits

[TURN OVER]

58 Which of the following activities form part of the performance management process?

- a Identify performance standards through job analysis
- b Measure performance by means of job analysis
- c Provide feedback to adjust performance to business goals
- d Provide leadership to meet performance goals

- 1 a c
- 2 b d
- 3 b c d
- 4 a b c d

59 Which of the following statements are correct?

The purposes of performance management are to ...

- a achieve organisational goals
- b provide employee development
- c maintain a happy workforce
- d aid in retrenchment decisions
- e aid in disciplinary decisions

- 1 a b c d e
- 2 a c d
- 3 b d e
- 4 b e
- 5 a e

60 Which of the following are characteristics of appraisal criteria?

- a Validity
- b Reliability
- c Adaptability
- d Sensitivity

- 1 a b c d
- 2 a b c
- 3 a b d
- 4 b c d

[TURN OVER]

61 Which of the following are techniques of job evaluation?

- a Determining the contents of the job
- b Job ranking
- c Determining the type of experience required by the job
- d Applying the points method
- e Grading

- 1 a b c d
- 2 a c e
- 3 b c d
- 4 b d e
- 5 a e

62 Which of the following issues are considered to be important for health and safety in an organisation?

- a Fitness programmes and recreation facilities
- b Nutrition programmes
- c Retrenchment policies
- d Emergency readiness

- 1 a c
- 2 b c
- 3 a b d
- 4 b c d

63 Which of the following form the basis of outcome-based education and training?

- a ✓ It acknowledges human diversity by taking learners' differences into account
- b ✓ It takes the learners needs into consideration
- c ✓ It focuses on responsibility
- d ✓ Parents and learners have a say in education
- e ✓ It allows learners to achieve their full potential

- 1 b d
- 2 c d e
- 3 a b c d e
- 4 a b c e

[TURN OVER]

64 In which ways can a country attain economic growth?

- a ✓ By preventing salary and wage increases
- b ✓ By an increase in resources consumed such as capital, labour, raw material and energy
- c ✓ By more productive utilisation of resources
- d X By an increase in tax rates to provide the required funds

- 1 a b c d
- 2 a b c
- 3 a c
- ④ b c
- 5 b c d

65 Identify the factors in training that will increase the performance and resultant productivity of employees.

- a ✓ Adequate knowledge of tasks
- b ✓ Employees require skill to perform tasks
- c ✓ Motivation of employees
- d ✓ Creation of opportunities to utilise other production resources effectively

- 1 a c
- 2 a c d
- 3 a b c
- 4 b c d
- ⑤ a b c d

66 In which of the following basic ways may productivity improvement be achieved?

- a A greater output may be achieved through a greater input
- b ✓ A greater output may be achieved through an equivalent input
- c ✓ The same output may be achieved through a smaller input
- d ✓ A greater output may be achieved through more inputs, but the marginal increase in output will be greater than the marginal increase in input

- 1 a b
- 2 b d
- 3 a c d
- ④ b c d
- 5 a b c d

67 Which one of the following statements is a misconception of productivity improvement?

Productivity improvement .....

- 1 ✓ is a lengthy, ongoing process
- 2 ✓ is equated with harder work or longer working hours
- 3 benefits both employers and employees
- 4 will lead to an increase in the number of job opportunities

68 Which one of the following actions should the government avoid in attempting to influence productivity improvement positively?

- 1 ✓ The creation of training facilities
- 2 ✓ Productivity improvement which supports wage and salary increases
- 3 X General increase of tax rates to provide the required funds
- 4 ✓ Making training subsidies available

69 Which of the following statements on entrepreneurs are correct?

Entrepreneurs .....

- a ✓ are innovators
- b X do not take risks
- c ✓ create new products
- d ✓ create jobs

- 1 a b c d
- ② a c d
- 3 b c d
- 4 a d

[TURN OVER]

[TURN OVER]

99

P.576  
para.24.2.3  
H/O  
96

P.579  
para.24.2.4.2  
H/O  
96

P.575  
para.24.2.1  
H/O  
96

P.576  
para.24.2.2.  
H/O  
96

P.580  
para.24.2.4.4  
H/O  
96

70 Which of the following international business environments must a business carefully analyse when it decides to do business internationally?

- a The national economic environment
- b The international economic environment
- c The technological environment
- d The cultural environment
- e The legal - political environment

- 1 a b
- 2 a b c
- 3 a c d e
- 4 b c d e
- 5 a b c d e

UNISA 2003

PART 1 (GENERAL/ALGEMEEN) DEEL 1

STUDY UNIT no. / STUDIE-EENHEID no.: PSY100-X	INITIALS AND SURNAME / VOORLETTERS EN VAN
1	3
DATE OF EXAMINATION / DATUM VAN EKSAMEN	4
PAPER NUMBER / VRAESTELKOMMER	EXAMINATION CENTRE (E.G. PRETORIA) / EKSAMENSTENTRUM (BY PRETORIA)
2	5
STUDENT NUMBER / STUDENTENOMMER	UNIQUE PAPER NO. / UNIEKE VRAESTEL NR.
6	8
7	9

For use by examination invigilator  
Vir gebruik deur eksamenopsiener

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| <p><b>IMPORTANT</b></p> <ol style="list-style-type: none"> <li>USE ONLY AN HB PENCIL TO COMPLETE THIS SHEET.</li> <li>MARK LIKE THIS: <input checked="" type="checkbox"/></li> <li>CHECK THAT YOUR INITIALS AND SURNAME HAS BEEN FILLED IN CORRECTLY.</li> <li>ENTER YOUR STUDENT NUMBER FROM LEFT TO RIGHT.</li> <li>CHECK THAT YOUR STUDENT NUMBER HAS BEEN FILLED IN CORRECTLY.</li> <li>CHECK THAT THE UNIQUE NUMBER HAS BEEN FILLED IN CORRECTLY.</li> <li>CHECK THAT ONLY ONE ANSWER PER QUESTION HAS BEEN MARKED.</li> <li>DO NOT FOLD.</li> </ol> | <p><b>BELANGRIK</b></p> <ol style="list-style-type: none"> <li>GEBRUIK SLEGS 'N HB-POTLOOD OM HIERDIE BLAD TE VOLTOOI.</li> <li>MERK AS VOLG: <input checked="" type="checkbox"/></li> <li>KONTROLEER DAT U VOORLETTERS EN VAN REG INGEVUL IS.</li> <li>VUL U STUDENTENOMMER VAN LINKS NA REGS IN.</li> <li>KONTROLEER DAT U DIE KORREKTE STUDENTENOMMER VERSTREK HET.</li> <li>KONTROLEER DAT DIE UNIEKE NOMMER REG INGEVUL IS.</li> <li>MAAK SEKER DAT NET EEN ALTERNATIEF PER VRAAG GEMERK IS.</li> <li>MOENIE VOU NIE.</li> </ol> |
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PART 2 (ANSWERS/ANTWOORDE) DEEL 2

1	11	21	31	41	51	61	71	81	91	101	111	121	131	141	151
2	12	22	32	42	52	62	72	82	92	102	112	122	132	142	152
3	13	23	33	43	53	63	73	83	93	103	113	123	133	143	153
4	14	24	34	44	54	64	74	84	94	104	114	124	134	144	154
5	15	25	35	45	55	65	75	85	95	105	115	125	135	145	155
6	16	26	36	46	56	66	76	86	96	106	116	126	136	146	156
7	17	27	37	47	57	67	77	87	97	107	117	127	137	147	157
8	18	28	38	48	58	68	78	88	98	108	118	128	138	148	158
9	19	29	39	49	59	69	79	89	99	109	119	129	139	149	159
10	20	30	40	50	60	70	80	90	100	110	120	130	140	150	

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