

**BSM1501**

( 498836) October/November 2017

**Business Management IA**

Duration 2 Hours

70 Marks

**EXAMINERS**

FIRST

SECOND

MS A VAN LILLE

MS E KRUGER

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**Closed book examination**

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**INSTRUCTIONS FOR COMPLETING THIS EXAMINATION PAPER:**

This examination paper consists of 22 pages plus instructions for completing a mark-reading sheet

Please complete the attendance register on the back page, tear it off and hand it to the invigilator

Answer all the questions on a **mark-reading sheet** and **circle the correct answers on the examination question paper as well.**

**READ THE CASE STUDY BELOW AND ANSWER ALL THE QUESTIONS THAT FOLLOW.**

**CASE STUDY: THE K9 UNIVERSITY**

Shani Williams worked as an administrative manager for the Vetland Animal Hospital for five years. During these five years, she heard many owners complain that they did not have the time nor the knowledge to train their dogs at home. Shani thought that the dogs and their owners would appreciate the convenience of a nearby dog training service. Shani was born with a love for dogs and started training their dog in her early childhood years. Shani started training dogs professionally at the age of 13 by helping out dog trainers in her free time after school. After 12 years of training with older techniques, Shani decided to start her own training school using the principles of positive reinforcement training.

After Shani had determined that there was no immediate competition in the surrounding area, she started her own enterprise, *The K9 University*, and registered it as a sole proprietorship. Shani started on a small scale, since she did not have much capital. To save money, she asked Vetland Animal Hospital if she could use their premises once a week. Shani used R5 000 of her own savings and had to arrange an overdraft of R10 000 to purchase some training equipment that she could use to train dogs on different levels. She also bought a printer to print completion certificates. For the first year, *The K9 University* operated below break-even point.

*The K9 University* offers two courses, namely puppy classes and obedience training. The obedience training is divided into elementary beginners, beginners, intermediate and advanced classes. The prices were determined according to the level of the class. Shani did not advertise her dog training services and relied on her friends and her former work colleagues at the veterinary clinic to tell other people about her services. As more and more people became aware of her enterprise, the bookings started streaming in, but she could not accept all of them owing to the limited number of dogs she could handle in one session.

Shani decided that she wanted to expand her business. She realised that she was no longer able to handle the enterprise on her own. As *The K9 University* continued to grow each month, Shani approached her best friend, Jacques Naudé with a business proposition. Jacques had been training dogs for 15 years. He completed the Animal Behaviour Course through the Ethology Academy, as well as the Canine Culture Course through McKaynine Training Centre. Jacques accepted Shani's offer, and together they registered the new enterprise as a partnership.

Some of their clients complained that their dogs became too distracted around other dogs and that they did not have time to walk their dogs after a long day of work. Jacques identified this opportunity and suggested that they offer private training sessions as well as a dog walking service.

To render a service based on bookings requires extremely good planning as well as excellent administration. Since Shani had worked as an administrative manager, they decided that she should be responsible for the general management and the information management function. Mellissa, a student intern at the veterinary clinic, approached Shani and offered to help as administrative assistant. She could answer the telephone, make bookings, send out accounts, keep records and file documents, and Shani appointed her immediately, because they needed the help.

The success of *The K9 University* resulted in the establishment of a few other dog training services in the surrounding area. Shani and Jacques realised that they had to advertise their services to retain and increase their market share. Shani and Jacques decided to place an advertisement in the *Animal Talk* magazine, and received a positive response. They still had the advantage of being the only dog training service to offer private sessions in the area. They also decided to launch a marketing campaign to make potential clients in the surrounding suburbs aware of their dog training services.

**MULTIPLE-CHOICE QUESTIONS****Chapter 1**

1 Which of the following characteristics does Shani possess that classify her as an **entrepreneur**?

- a) Creativity and innovation
- b) Responsibility for the growth of *The K9 University*
- c) Ownership of *The K9 University*
- d) Unwillingness to take new risks
- e) Management only of *The K9 University*

Choose the correct combination

- 1) b, c
- 2) a, b; c
- 3) a; c, e
- 4) a, b, c; d; e

2 According to the case study, which one of the following factors played a role in Shani's **entrepreneurial success**?

- 1) Her skills
- 2) Her personal characteristics
- 3) Her expertise
- 4) The external factors

3 Shani and Jacques registered the new enterprise as a partnership. An **advantage** of being a **formal enterprise** is that \_\_\_\_\_

- 1) they do not have to pay tax
- 2) they do not have to keep financial records
- 3) it is difficult to obtain resources
- 4) they have easier access to finance

4. Shani was **responsible for the general management and the information management function** of *The K9 University*. This could be regarded as an example of how she displayed her \_\_\_\_\_
- 1) perseverance
  - 2) commitment to *The K9 University*
  - 3) involvement in *The K9 University*
  - 4) willingness to take calculated risks
5. Shani **invested her own savings** in the business and also arranged for an overdraft. This could be regarded as an example of her \_\_\_\_\_
- 1) willingness to take calculated risks
  - 2) involvement in *The K9 University*
  - 3) positive attitude and approach
  - 4) creativity and innovation
6. To **create** their enterprise, Shani and Jacques's **first step** would have been to \_\_\_\_\_
- 1) use the four factors of production to start *The K9 University*
  - 2) provide dog training services to satisfy consumers' needs
  - 3) identify the need in the market for dog training services
  - 4) make a profit
7. **Despite setbacks and difficulties**, Shani decided that **she would make a success of *The K9 University***, which indicates that she \_\_\_\_\_
- 1) remains positive
  - 2) is creative and innovative
  - 3) is willing to take risks
  - 4) maintains good personal relations

- 8 Shani's **attention to detail** regarding the behaviour of her clients' dogs during training, is an example of which management skill?
- 1) Accounting for her own purpose
  - 2) Market orientation
  - 3) Knowledge of competitors
  - 4) Customer service

## Chapter 2

- 9 *The K9 University* could be classified under the \_\_\_\_\_ **branch of industry**
- 1) manufacturing
  - 2) commercial and service
  - 3) service
  - 4) dog training services
- 10 *The K9 University* could be classified under the \_\_\_\_\_ **production branch**
- 1) manufacturing
  - 2) commercial and service
  - 3) service
  - 4) dog training services
11. *The K9 University* could be classified under the \_\_\_\_\_ **sector**
- 1) primary
  - 2) secondary
  - 3) tertiary
  - 4) service

12 The **business environment** of *The K9 University* consists of the \_\_\_\_\_ environment/s

- a) mainstream
- b) micro-
- c) market
- d) macro-

Choose the correct combination

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

13. **Shani** will exert a/an \_\_\_\_\_ influence on the \_\_\_\_\_ of *The K9 University*

- 1) direct; mission statement and objectives
- 2) indirect, factors of production
- 3) direct, macro-environment
- 4) indirect, functions

14 **Shani's personal contribution of R5 000** can be regarded as which one of the factors of production?

- 1) Entrepreneurship
- 2) Capital
- 3) Natural resources
- 4) Labour

15. When clients discuss their training problems with Shani, she should keep in mind that *The K9 University* must be **geared towards listening and responding to customers' complaints and requests**. This means the customers have the right to \_\_\_\_\_
- 1) be informed
  - 2) exercise personal choice
  - 3) be heard
  - 4) be protected
16. As soon as a person decides to get a puppy, they have to decide whether they want to spend their disposable income on a **formal dog training service, or train the dog on their own**. This relates to competition between \_\_\_\_\_
- 1) the needs of consumers
  - 2) mechanisms for satisfying needs
  - 3) products
  - 4) different trademarks
17. As soon as the individual has decided to use a formal dog training service, he/she has to choose between ***The K9 University* and a more well-known dog training service**. This relates to competition between \_\_\_\_\_
- 1) the needs of consumers
  - 2) mechanisms for satisfying needs
  - 3) products
  - 4) different trademarks
18. **People who prefer to train their dogs themselves** could be regarded as \_\_\_\_\_ competition for *The K9 University*
- 1) direct
  - 2) indirect
  - 3) no
  - 4) limited



19 Shanı is aware that she will have to **cancel the training class when it rains**, as there are no undercover facilities on the premises This is an example of how the \_\_\_\_\_ environment could influence *The K9 University's* service delivery

- 1) economic
- 2) social
- 3) political
- 4) physical

20 The **disposable income of the dog owners** would determine how much money they would be willing to spend on the training service The disposable income of consumers is influenced by the \_\_\_\_\_ environment

- 1) economic
- 2) social
- 3) international
- 4) political

### Chapter 3

21. Shanı had to apply divergent and convergent thinking to come up with creative ideas to train dogs **Divergent thinking** \_\_\_\_\_

- a) entails the ability to evaluate ideas logically
- b) is essential to the novelty of creative ideas
- c) entails the ability to think of many original ideas
- d) is essential to the appropriateness of the products

Choose the correct combination

- 1) a, b
- 2) b; c
- 3) a, d
- 4) c, d

22. Which of the following statements describes **convergent thinking**?

- a) Shanı is able to evaluate ideas logically
- b) The novelty of creative ideas for *The K9 University*
- c) Shanı is able to think of many original ideas
- d) The appropriateness of the service Shanı provides

Choose the correct combination

- 1) a, b
- 2) b, c
- 3) a, d
- 4) c; d

23 Shanı and Jacques **registered their enterprise**, *The K9 University*, as a partnership during the \_\_\_\_\_ stage of the creation of the enterprise

- 1) idea
- 2) feasibility
- 3) planning
- 4) implementation

24 According to the case study, which method of **improving her creative abilities** did Shanı use when she decided to start training dogs using positive reinforcement?

- 1) She explored grey areas
- 2) She paid attention to existing problems
- 3) She broke her routine
- 4) She paid attention to everyday activities

25 As a **creative** person, which of the following abilities does Shanı possess?

- a) She solves problems in a different way
- b) She thinks imaginatively
- c) She sees possibilities others have not seen
- d) She initiates change

Choose the correct combination

- 1) a, b
- 2) b, d
- 3) a, c, d
- 4) a; b, c, d

26 Shanı would have used a **bow-tie diagram** to develop the business idea in terms of \_\_\_\_\_

- 1) profitability
- 2) the possible combination of ideas
- 3) cost-effectiveness
- 4) the ability to implement the idea

27 Shanı and Jacques's **feasibility study** determined that \_\_\_\_\_

- 1) they were able to convert their idea into an enterprise
- 2) many clients would use their dog training service
- 3) their idea would be profitable
- 4) their idea would be sustainable

28 *The K9 University's viability* depended on \_\_\_\_\_

- a) generating enough cash over the short-term
- b) the potential of the idea to be converted into a real enterprise
- c) their market and profit potential
- d) their ability to meet the needs of their clients
- e) generating sustainable profits over the long-term

Choose the correct combination

- 1) c
- 2) b
- 3) a, c; e
- 4) b, d

#### Chapter 4

29 The first step to determine the **market potential** of *The K9 University* requires Shanı and Jacques to \_\_\_\_\_

- 1) determine the mission and objectives of their enterprise
- 2) establish the needs and characteristics of their consumers
- 3) do market research
- 4) determine their market share

30 The **characteristics** of *The K9 University's potential consumers'* are known as its \_\_\_\_\_

- 1) needs analysis
- 2) potential market share
- 3) marketing strategy
- 4) customer profile

- 31 **After** Shani and Jacques had done a **needs analysis** of their consumers, the basis of their \_\_\_\_\_ was formed
- 1) marketing strategy
  - 2) market segmentation
  - 3) profit potential
  - 4) cost analysis
- 32 The **average income** of consumers would determine their ability to pay for dog training services. This relates to the \_\_\_\_\_ segment of *The K9 University's* total potential market
- 1) geographic
  - 2) demographic
  - 3) psychographic
  - 4) behaviouristic
- 33 Puppy owners who want to socialise their puppies must do so within the **first year of the puppy's life**. This relates to the \_\_\_\_\_ segment of *The K9 University's* total potential market
- 1) geographic
  - 2) demographic
  - 3) psychographic
  - 4) behaviouristic
34. The **type of training that their customers prefer** to buy for their dogs relates to the \_\_\_\_\_ segment of the potential market of *The K9 University*
- 1) geographic
  - 2) demographic
  - 3) psychographic
  - 4) behaviouristic

35 Shanı placed an advertisement in the Animal Talk magazine in order to **expand** her **target market**. This refers to the \_\_\_\_\_ segment of her market

- 1) geographic
- 2) demographic
- 3) psychographic
- 4) behaviouristic

36 Shanı has **12 years of dog training experience**. She could list this as a/an \_\_\_\_\_ in the SWOT analysis of *The K9 University*

- 1) strength
- 2) weakness
- 3) opportunity
- 4) threat

37 *The K9 University* operated below **break-even point** for the first year. Shanı could list this as a/an \_\_\_\_\_ in the SWOT analysis of *The K9 University*

- 1) strength
- 2) weakness
- 3) opportunity
- 4) threat

38 Shanı got a **positive response** from the advertisement in the Animal Talk magazine. Shanı could list this as a/an \_\_\_\_\_ in the SWOT analysis of *The K9 University*

- 1) strength
- 2) weakness
- 3) opportunity
- 4) threat

39 The part of the market that *The K9 University* could serve on the basis of its **production capacity** and the **state of the country's economy**, is known as its \_\_\_\_\_

- 1) target market
- 2) market share
- 3) market segment
- 4) total potential market

40 *The K9 University* **became so popular** that they were **fully booked on all weekends** and unable to accommodate any more dogs. This is an example of how the \_\_\_\_\_ could restrict the ability of *The K9 University* to satisfy the potential demand for their training

- 1) economy of the country
- 2) capacity of the enterprise
- 3) buying power of the target market
- 4) size of the market

41 To calculate the **break-even point in rand value**, Shani should divide the fixed costs by the \_\_\_\_\_

- 1) price per unit
- 2) total costs per unit
- 3) gross profit margin percentage
- 4) net profit margin percentage

42 To **lower *The K9 University's* break-even point**, Shani could \_\_\_\_\_

- 1) decrease the selling prices
- 2) increase the direct costs
- 3) exercise less control over the fixed costs
- 4) increase the selling prices

43 Which of the following **benefits could they experience from calculating the break-event point of *The K9 University***?

- a) They could allocate sales and marketing efforts to increase their sales
- b) They could manage the enterprise more effectively
- c) They could control their cost in a “slow” month
- d) They could maximise their profits

Choose the correct combination

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

44. Shanı could use their **cash budget** to determine the \_\_\_\_\_

- 1) long-term credit needs
- 2) short-term credit needs
- 3) break-even point
- 4) profit potential

45 **Total costs per unit + percentage profit** is the formula Shanı will use to calculate the \_\_\_\_\_

- 1) expected income
- 2) selling price
- 3) net profit
- 4) break-even point



46 Which one of the following formulae will Shani use to calculate how much they should charge for a **one-hour training session**?

- 1)  $\frac{\text{Fixed costs}}{\text{Gross profit margin \%}} \times 100$
- 2)  $\frac{\text{Fixed costs}}{\text{Price per unit} - \text{variable cost per unit}}$
- 3) Total costs per month ÷ business hours per month
- 4) Direct material cost + direct labour cost + indirect cost

## Chapter 5

47 The **business plan** is a detailed plan of action that sets out the \_\_\_\_\_ and \_\_\_\_\_ of *The K9 University*

- 1) mission, objectives
- 2) nature, strategy
- 3) financing, activities
- 4) location, target market

48 The **main user/s** of *The K9 University's* business plan is/are \_\_\_\_\_

- 1) Shani
- 2) Jacques
- 3) Shani and Jacques
- 4) The bank

49 By looking at *The K9 University's* **cash flow projections**, the bank will be able to see how they will pay back the loan. Their **business plan** therefore serves as a/an \_\_\_\_\_

- 1) checklist for information
- 2) communication tool
- 3) action plan
- 4) planning instrument

- 50 *The K9 University's* business plan contains information on **methods to implement the planned activities**. Therefore, their **business plan** serves as a/an \_\_\_\_\_
- 1) checklist for information
  - 2) communication tool
  - 3) action plan
  - 4) planning instrument
- 51 The **purpose** of *The K9 University's* **business plan** is to \_\_\_\_\_
- 1) determine how many employees they should employ
  - 2) determine where they should locate the business
  - 3) obtain financing
  - 4) communicate with their competitors
- 52 When the business plan for *The K9 University* is updated, they will include what they **want to achieve over the short, medium and long term** in the \_\_\_\_\_
- 1) description of the enterprise
  - 2) marketing plan
  - 3) management plan
  - 4) financial plan
- 53 The **people that are involved in the enterprise** and **their responsibilities** will be illustrated in the \_\_\_\_\_ of *The K9 University's* business plan.
- 1) human resource plan
  - 2) organisational structure
  - 3) form of enterprise
  - 4) ownership structure
- 54 Shanu will have to write a **summary of compliance with labour legislation** in the \_\_\_\_\_ of *The K9 University's* business plan
- 1) organisational structure
  - 2) human resource plan
  - 3) financial plan
  - 4) ownership structure

55 To obtain the loan, Shani and Jacques will have to write a **final motivation for why the enterprise will succeed** in the \_\_\_\_\_ of *The K9 University's* business plan

- 1) critical risks
- 2) executive summary
- 3) cover page
- 4) conclusion

56 *The K9 University's* **income statement** would indicate the \_\_\_\_\_ of the enterprise

- 1) profit and loss
- 2) income and expenditure
- 3) assets and liabilities
- 4) cash receipts and cash payments

57 Shani can calculate the **net profit** of *The K9 University* by \_\_\_\_\_

- 1) deducting the expenses from the gross profit
- 2) deducting the cost of sales from the sales figure
- 3) deducting the cash payments from the total cash receipts
- 4) adding the percentage profit to the total cost per unit

58 *The K9 University's* **cash budget** would indicate the \_\_\_\_\_ of the enterprise

- 1) profit and loss
- 2) income and expenditure
- 3) assets and liabilities
- 4) cash receipts and cash payments

59 *The K9 University's* **balance sheet** would indicate the \_\_\_\_\_ of the enterprise

- 1) profit and loss
- 2) income and expenditure
- 3) assets and liabilities
- 4) cash receipts and cash payments

**Chapter 6**

60 The **name** of Shani and Jacques's enterprise \_\_\_\_\_

- 1) must end with "& Co"
- 2) must end with "CC"
- 3) must end with "Pty (Ltd)"
- 4) can be any legal name

61 *The K9 University* \_\_\_\_\_

- a) can exist independently of Shani and Jacques
- b) cannot exist independently of Shani and Jacques
- c) can act in its own name
- d) can own its own assets
- e) can make transactions in Shani and Jacques's name

Choose the correct combination

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

62 Shani and Jacques had to consider the degree to which they would be responsible for the debts of the enterprise. The **liability** would be \_\_\_\_\_

- 1) limited to their own personal debts
- 2) limited to the debts of the enterprise
- 3) unlimited, which means that they could lose their private assets if the enterprise goes bankrupt
- 4) limited to the capital they have invested in the enterprise

63 Shanı and Jacques also had to keep the **continuity** of the enterprise in mind *The K9 University* would \_\_\_\_\_

- 1) not cease to exist if a new partner joins
- 2) have an indefinite lifespan
- 3) cease to exist if Shanı were to die
- 4) have unlimited continuity

64 **Registering** *The K9 University* entailed \_\_\_\_\_

- 1) drawing up a contract
- 2) submitting documents to the Companies and Intellectual Property Commission
- 3) forming a partnership agreement
- 4) obtaining a trading licence

65 *The K9 University* may be managed by \_\_\_\_\_

- 1) Shanı
- 2) all the partners
- 3) Jacques
- 4) the board of directors

66 **Placing advertisements** in the *Animal Talk* magazine is the responsibility of the \_\_\_\_\_ function of *The K9 University*

- 1) public relations
- 2) marketing
- 3) purchasing
- 4) general management

67 The **physical rendering of the dog training service** is the responsibility of the \_\_\_\_\_ function of *The K9 University*

- 1) marketing
- 2) public relations
- 3) purchasing
- 4) operations

68 To render the dog training service without interruptions, the \_\_\_\_\_ function should determine how many training tools they would need and notify the \_\_\_\_\_ function in advance so that enough training tools **can be bought in time**

- 1) marketing, purchasing
- 2) purchasing, financial
- 3) operations, purchasing
- 4) information, operations

69 Shani and Jacques should determine in advance what *The K9 University* wants to achieve and how the objectives can be attained. This forms part of the \_\_\_\_\_ element of the general management function

- 1) planning
- 2) organising
- 3) leading
- 4) control

70 Shani had to make sure that they had the **resources to carry out the training**. This forms part of the \_\_\_\_\_ element of the general management function

- 1) planning
- 2) organising
- 3) leading
- 4) control

**TOTAL: 70**

PART 1 (GENERAL/ALGEMEEN) DEEL 1

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- 6 CHECK THAT THE UNIQUE NUMBER HAS BEEN FILLED IN CORRECTLY
- 7 CHECK THAT ONLY ONE ANSWER PER QUESTION HAS BEEN MARKED
- 8 DO NOT FOLD

BELANGRIK

- 1 GEBRUIK SLEGS 'N HB POTLOOD OM HIERDIE BLAD TE VOLTOOI
- 2 MERK AS VOLG [X]
- 3 KONTROLEER DAT U VOORLETTERS EN VAN REG INGEVUL IS
- 4 VUL U STUDENTENOMMER VAN LINKS NA REGS IN
- 5 KONTROLEER DAT U DIF KORREKTE STUDENTENOMMER VERSTREK HET
- 6 KONTROLEER DAT DIE UNIËKE NOMMER REG INGEVUL IS
- 7 MAAK SEKER DAT NET EEN ALTERNATIEF PER VRAAG GEMERK IS
- 8 MOENIE VOU NIE

PART 2 (ANSWERS/ANTWOORDE) DEEL 2

10 [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ] [ ]

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

Specimen only

## MARK READING SHEET INSTRUCTIONS

Your mark reading sheet is marked by computer and should therefore be filled in thoroughly and correctly

### USE ONLY AN HB PENCIL TO COMPLETE YOUR MARK READING SHEET

*PLEASE DO NOT FOLD OR DAMAGE YOUR MARK READING SHEET*

Consult the illustration of a mark reading sheet on the reverse of this page and follow the instructions step by step when working on your sheet

Instruction numbers ① to ⑩ refer to spaces on your mark reading sheet which you should fill in as follows

- ① Write your paper code in these eight squares, for instance

P	S	Y	1	0	0	-	X
---	---	---	---	---	---	---	---

- ② The paper number pertains only to first-level courses consisting of two papers

WRITE 

0	1
---	---

 for the first paper and 

0	2
---	---

 for the second. If only one paper, then leave blank

- ③ Fill in your initials and surname
- ④ Fill in the date of the examination
- ⑤ Fill in the name of the examination centre
- ⑥ WRITE the digits of your student number HORIZONTALLY (from left to right). Begin by filling in the first digit of your student number in the first square on the left, then fill in the other digits, each one in a separate square
- ⑦ In each vertical column mark the digit that corresponds to the digit in your student number as follows [-]
- ⑧ WRITE your unique paper number HORIZONTALLY  
NB Your unique paper number appears at the top of your examination paper and consists only of digits (e.g. 403326)
- ⑨ In each vertical column mark the digit that corresponds to the digit number in your unique paper number as follows [-]
- ⑩ Question numbers 1 to 140 indicate corresponding question numbers in your examination paper. The five spaces with digits 1 to 5 next to each question number indicate an alternative answer to each question. The spaces of which the number correspond to the answer you have chosen for each question and should be marked as follows [-]
- ◆ For official use by the invigilator. Do not fill in any information here