



## **Education and Sport Development**

Department of Education and Sport Development  
Departement van Onderwys en Sportontwikkeling  
Lefapha la Thuto le Tihabololo ya Metshameko  
**NORTH WEST PROVINCE**

### **PROVINCIAL ASSESSMENT**

**GRADE 11**

**BUSINESS STUDIES**

**JUNE 2018**

**MARKS: 300**

**TIME: 3 Hours**

**This question paper consists of 10 page**



**INSTRUCTION AND INFORMATION:**

1. This question paper consists of **THREE** sections covering all topics for term 1 and 2.

**SECTION A: COMPULSORY.**

**SECTION B:** Consists of FOUR independent questions.

Answer only THREE questions from this section.

**SECTION C:** Consists of THREE questions.

Answer only TWO of the THREE questions from this section.

2. Read the instructions for each question carefully and take particular note of what is required.
3. Number the answers correctly according to the numbering system used in this question paper.
4. Begin the answer to EACH question on a new page, for example QUESTION 1- new page, QUESTION 2-new page, et cetera.
5. Non-programmable calculators may be used.
6. Write neatly and legibly.
7. Use the table below as a guideline for marks and time allocation for each question:

SECTION	QUESTIONS	MARKS	TIME
<b>A: COMPULSORY</b> Objective type questions	<b>1</b>	<b>40</b>	<b>30 min</b>
<b>B: FIVE direct and indirect types of</b> <b>questions.</b> (Choice: Answer any THREE)	<b>2</b>	<b>60</b>	<b>30 min</b>
	<b>3</b>	<b>60</b>	<b>30 min</b>
	<b>4</b>	<b>60</b>	<b>30 min</b>
	<b>5</b>	<b>60</b>	<b>30 min</b>
	<b>6</b>	<b>60</b>	<b>30 min</b>
<b>C: FOUR essay type questions.</b> (choice: Answer any TWO)	<b>7</b>	<b>40</b>	<b>30 min</b>
	<b>8</b>	<b>40</b>	<b>30 min</b>
	<b>9</b>	<b>40</b>	<b>30 min</b>
	<b>10</b>	<b>40</b>	<b>30 min</b>
<b>TOTAL</b>		<b>300</b>	<b>180 min</b>



**SECTION A (Compulsory)****QUESTION 1**

1.1 Four possible options are provided as answers to the following questions.

Choose the answer and write only the letter (A-D) next to the question number (1.1.1-1.1.5) in the ANSWER BOOK, for Example 1.1.6. F

1.1.1 Business make use of .... to build and sustain business relations.

- A. Lobbying
- B. Networking
- C. Power relations
- D. Bribe

1.1.2 An increase in prices of goods leads to .... in consumer buying power.

- A. A decrease
- B. An increase
- C. An equilibrium point
- D. Good behaviour

1.1.3 A canning factory operates in the.... sector.

- A. Primary
- B. Secondary
- C. Tertiary
- D. Public

1.1.4 The assets of a company belong to the....

- A. Company
- B. Shareholder
- C. Promoters
- D. Creditors



- 1.1.5 For the African National Cup in 2013, many people were employed to help at the different stadiums and they were left unemployed after the tournament. This kind of unemployment is known as....
- A. Cyclical unemployment
  - B. Seasonal unemployment
  - C. Frictional unemployment
  - D. Structural unemployment
- 1.1.6 The constitution of a company is known as:
- A. Ground rules
  - B. Memorandum of association
  - C. Memorandum of incorporation
  - D. Articles of association
- 1.1.7 refers to favouring relatives when appointing a new employee.
- A. Collusion
  - B. Intrusion
  - C. Nepotism
  - D. Capitalism
- 1.1.8 The business has no control over the..... environment.
- A. Micro
  - B. Objectives
  - C. Macro
  - D. International
- 1.1.9 Phalafala's farm has no control over draught, it must therefore .... .to environment.
- A. Influence
  - B. Adapt
  - C. Control
  - D. Command
- 1.1.10 The labour organisation that represents workers as a group is called....
- A. Workplace forum
  - B. Employers organisation
  - C. Labour Relations
  - D. Trade union

(10x2) (20)



1.2 Choose a term from column B that matches a description in Column A.

Write the letter only next to the question number on your answer sheet

e.g. 1.2.3 H

COLUMN A	COLUMN B
1.2.1 Two parties enter into an illegal but mutually beneficial agreement	A. Trade mark
1.1.2 A foreign manufacturer places large quantities of a product on a local market at extremely low prices.	B. Illiteracy
1.2.3 A lack of natural resources	C. Corruption
1.2.4 A special sign or symbol that represent a company	D. Scarcity
12.5 A socio economic issue where people cannot read or write.	E. Exports
	F. Dumping

(5x2) (10)

1.3 Choose the correct TERM for each of the following. Write only the TERM next to the relevant question on your answer sheet.

1.3.1 Shareholders personal assets may be sold to pay creditors (Limited Liability/ unlimited Liability)

1.3.2 The general rise in prices over time that leads to an increase in the prices of goods and services (Price Wars/Inflation)

1.3.3 Employees do their work but deliberately work slowly to reduce productivity (Strike/ Go slow)

1.3.4 The right to use goods provided by the lessor for a specific time (Outsourcing/Leasing)

1.3.5 (Theft/ Mismanagement of funds) involves taking for personal use something that belongs to the business. (10)

**TOTAL SECTION A: 40**



**SECTION B**

Answer any THREE questions from this section

**NOTE:** Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a new page, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page, et cetera.

**QUESTION 2**

2.1 Identify the PESTLE variables illustrated in each scenario below:

2.1.1 The South Africa Reserve Bank decided to keep the repo rate unchanged

2.1.2 The government introduced the affirmative action policy to address past imbalances

2.1.3 Governmental incentives given to companies that sponsor nature conversation Programmes

2.1.4 Businesses are promoting online trading to reduce paperwork

2.1.5 The introduction of the Labour Relations Act, 1995 (Act 66 1995) stipulates the rights of employees and employers (10)

2.2 Critically analyse how the following challenges of market can affect business operations:

2.2.1 Demographics (4)

2.2.2 Competition (4)

2.3 Read the scenario below and answer the questions that follow.

**GAO'S HAIR SALON**

Gao owns informal hair salon that operates at a local taxi rank. She is an excellent hairdresser. Men also approach her to do their hair.

Gao's employees are not trained to do men's hair and her salon is not equipped to provide such services. She does not have sufficient capital to buy the necessary equipment.

Gao is worried about the increase in violence at the taxi rank which may scare clients away from her business. As an informal business, she has to pay the full retail price for shampoo and equipment that she buys from Joe's Wholesalers.



2.3.1 Name the business sector in which Gao's Hair Salon is operating. (1)

2.3.2 Quote ONE challenge for Gao's business from EACH business environment and classify it accordingly. Use the table below to present your answer.

Challenge	Business Environments
	(9)

2.3.3 Indicate the degree/ extent of control which Gao's salon may normally have Over each of the business environments identified in QUESTION 2.3.2 above. (3)

2.4 Outline any THREE of strategies that can be used by businesses to adapt to Challenges. (3)

2.5 Explain the benefits of networking. (4)

2.6 Analyse FIVE functions of trade union. (10)

2.7 Explain in detail the term 'strike.' (4)

2.8 Evaluate the impact of natural resources on business operations and productivity and devise strategies that can be used as possible solutions by management. (8)  
[60]

### **QUESTION 3**

3.1 Identify any FIVE ways which can be used to acquire funding when starting a business venture. (5)

3.2 Read the following scenario below and answer the questions that follow.

Franchises are very popular all over the world. Many experts argue that franchises have a much greater chance of survival in the business world than individual entrepreneurs. They also warn that entering into a franchise agreement does not guarantee success.

3.2.1 Explain in detail the concept *franchise*. (4)

3.2.2 Suggest any FOUR advantages of a franchise of the franchisee (8)

3.3 Answer the following questions based on outsourcing and leasing.

3.3.1 Outsourcing process requires some time and investment to find the right person or business to build a working relationship with:  
Support this statement by writing any FIVE advantages of outsourcing. (10)



- 3.3.2 Demonstrate your understanding of leasing by discussing any FOUR disadvantage of lessee (8)
- 3.4 Distinguish between a timeline and a *Work Breakdown Structures* (WSB) (4)
- 3.5 Discuss the advantages of Gantt charts for project planning. (10)
- 3.6 Name THREE ways of presenting information. (3)
- 3.7 Outline the requirements you would consider when preparing for presentation.(8)

**[60]****QUESTION 4**

4.1 Read the scenario below and answer the questions that follows.

**NEO'S FACTORIES LTD (NFL)**

Neo's Factories Ltd manufacture and sell building material. The demand for building materials is increasing and NFL want to establish another factory in Jouberton. It will create employment opportunities for the community and bursaries for the tertiary education will be offered to learners in local schools.

Some Jouberton residents are concerned that Neo's factory may increase noise levels, air pollution and crime in the community, while others are arguing that they no longer have to travel so far to buy building materials. Neo's Factories also intend to provide entrepreneurial programmes for young, upcoming entrepreneurs.

- 4.1.1 Apply the force-field analysis tool to assess the feasibility of NFL's new Factory in Jouberton. (7)
- 4.1.2 Referring to your findings in QUESTION 4.1.1, justify the establishment of NFL's new factory in Jouberton. (2)
- 4.2 Evaluate the effectiveness of the Delphi technique in solving business problems. (8)
- 4.3 Differentiate between professionalism and ethics. (8)
- 4.4 Classify each of the following statements as EITHER an unethical business practice OR an unprofessional business practice:
- 4.4.1 Lebo downloads information for her son's school project at work. (2)



- 4.4.2 Thulani uses the company's credit card to pay his family's holiday. (2)
- 4.4.3 The staff of Focus Bank refuses to serve customers because the company did not meet their demands for new uniforms. (2)
- 4.4.4 A doctor reports very late for duty at a hospital without a valid reason .(2)
- 4.5 Critically analyse FOUR principles of professionalism. (12)
- 4.6 Define the meaning of 'Crisis.' (1)
- 4.7 Suggest the impact of different types of crises in the business. (10)
- 4.8 Propose any FOUR causes of stress in the workplace. (4)
- [60]**

### **QUESTION 5**

- 5.1 Mention FIVE challenges of the micro environment (10)
- 5.2 Read the following statement and identify the socio-economic issue represented by each statement.
- 5.2.1 This increase the costs of raw materials and other inputs
- 5.2.2 A condition of having little or no money to buy goods and services.
- 5.2.3 The characteristics of a population such as age, gender, education and income levels
- 5.2.4 This is crime that is committed by a person of high status during the course of doing his or her tasks.
- 5.2.5 Goods enter South Africa from other countries at a price that is cheaper than the normal value of the goods. (10)
- 5.3 Differentiate between mergers and acquisition (takeover) (4)
- 5.4 Give THREE examples of how a business may lobby. (6)
- 5.5 Name and explain the three business sectors with examples. (12)
- 5.6. Discuss any FIVE reasons why a private company could be considered as a good form of ownership. (10)
- 5.7 Distinguish between a trademark and copyright. (4)
5. 8 What is the purpose of a trademark? (4)

**[60]**

**TOTAL SECTION B: 180**



## SECTION C

Answer any TWO questions from this section

### **QUESTION 6: BUSINESS**

Lebo furnisher sells wooden furniture which they buy from a manufacturer in Klerksdorp. The manufacturer sources his raw materials from PG Bison, also in Klerksdorp.

Business sectors are inter-dependent and cannot function in isolation. Discuss the different business sectors with example and analyse their relationship in detail.

**[40]**

### **QUESTION 7: FORMS OF OWNERSHIP**

Discuss the benefits and challenges of establishing a company versus other forms of ownership: also include differences between partnership and private company in your discussion based on the following criteria: Ownership, liability of debts and capital acquisition.

**[40]**

### **QUESTION 8: MANAGING STRESS**

Businesses are confronted with stress on daily basis, therefore they need to have proper measures in place in order to manage stress.

Elaborate on stress management by discussing the following.

- Causes of stress
- The importance of stress management
- Strategies to manage stress

**[40]**

**TOTAL SECTION C: 80**

