Education and Sport Development

Department of Education and Sport Development
Departement van Onderwys en Sport Ontwikkeling
Lefapha la Thuto le Tlhabololo ya Metshameko
NORTH WEST PROVINCE

GRADE 11

BUSINESS STUDIES

QUESTION PAPER

PAPER 2

JUNE 2019

MARKS: 150

TIME: 2hrs

This question paper consists of 08 pages.

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INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers content for term one and two.

   SECTION A: COMPULSORY
   SECTION B: Consists of THREE questions
   Answer any TWO questions
   SECTION C: Consists of TWO questions
   Answer only ONE of the TWO questions in 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. Except where other instructions are given, answers must be written in full sentences.

5. Use the mark allocation on the nature of each question to determine the length of an answer.

6. NOTE: The answer to EACH question must begin on a NEW page, for example: QUESTION 1 – new page, QUESTION 2 – new page, et cetera.

7. Use the table below as a guide for marks and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	**1**	**30**	**20 minutes**
B: THREE direct/indirect type questions choice Answer any TWO.	**2**	**40**	**35 minutes**
	3	**40**	**35 minutes**
	4	**40**	**35 minutes**
C: TWO essay type questions CHOICE: Answer only ONE.	**5**	**40**	**30 minutes**
	6	**40**	**30 minutes**
TOTAL		**150**	**120 min.**

8. Non-programmable calculators may be used.

9. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 This form of ownership is established by a group of people who agree to work together for their mutual economic benefit:

A Cooperative
B Close corporation
C Personal –Liability Company
D Private Company

1.1.2 A business can use fixed assets by renting it for a period of time

A Outsourcing
B Franchising
C Leasing
D Partnership

1.1.3 … requires a group to identify the problem factors and then for individuals to work on possible solution.

A Fishbone analysis
B Force field analysis
C Stepladder technique
D Delphi technique

1.1.4 Quality groups meet to discuss levels of quality in their divisions.

A Business process re-engineering
B Total quality management
C John Kotter's model
D Kaizen model

1.1.5 … is a written document giving details of the goals of the business and how these goal will be reached.

A Project plan
B Action plan
C Timelines
D Business plan

(5x2) (10)

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1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1-1.2.5) in the ANSWER BOOK.

Delphi techniques; Gantt chart; franchisor; external change; private company; force field analysis; Corporations; franchisee; internal change; bar graph

1.2.1 Members are also shareholders of the business.

1.2.2 They pay an upfront fee for the right to use the name and trademark.

1.2.3 Get the opinions of experts without bringing them together face to face.

1.2.4 Aims to address the weakness within a business enterprise.

1.2.5 An instrument that helps project managers do project planning by clearly showing activities against dates of completion.

(5 x 2) (10)

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1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question number (1.3.1-1.3.5) in the ANSWER BOOK, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Professionalism	A demotivates employees and might cause high staff turn-over
1.3.2 Conventional solutions	B list all activities that needs to be done and the date in which they will be completed.
1.3.3 Project planning	C money that has been borrowed from the a financial institutions
1.3.4 Equity Capital	D uses non routine methods to solve the problems.
1.3.5 Bad decision	E increase profit and income of the business
	F developing moral compass for decision making
	G solve the problem in innovative ways.
	H money contributed by the owner to start the business
	I identify and analyse all activities required to be completed.
	J certain of the outcome when solving problems.

(5 x 2) (10)

TOTAL SECTION A: 30

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SECTION B

Answer ANY TWO questions in 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, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page, etc.

QUESTION 2: BUSINESS VENTURES

2.1 List FOUR aspects that must be included in the prospectus. (4)

2.2 Outline the characteristics of partnership. (6)

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

BOTSHELO Pty (Ltd)

Botshelo Pty (Ltd) intends to penetrate the market by acquiring other businesses in the neighbouring countries. They contacted Mara Pty (Ltd) to buy their business. In their discussion the owners of Mara overstated the returns made in the previous years. The business has experienced a decline in sales due to the bad reputation caused by negative employees.

2.3.1 Quote from the scenario reasons why Botshelo Pty (Ltd) should be discouraged to buy Mara Pty (Ltd). (2)

2.3.2 Evaluate the positive impact of buying an existing business. (6)

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

Mountain View Hotel (MVH)

The management of Mountain View Hotel (MVH) has decided to retrench the cleaning staff and outsource the activity from the company that specialises in cleaning big buildings. MVH wanted to focus on catering and accommodation.

2.4.1 Define the concept outsourcing. (2)

2.4.2 Explain to the management of MVH the legal implications of outsourcing. (6)

2.5 Outline the importance of an action plan. (6)

2.6 Suggest factors that can be considered when preparing a good presentation. (8)

[40]

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QUESTION 3: BUSINESS ROLES

3.1 List FOUR external stress factors. (4)

3.2 Explain the importance of stress management in the work place. (8)

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

Theories of change management

Theories of change management were introduced to manage changes when dealing with business related crises. Managing changes can be established by creating a sense of urgency among employees to deal with the change.

3.3.1 Identify the model that is used to manage the change in the scenario. Quote from the scenario to motivate your answer. (3)

3.3.2 Outline other steps that can be used by the model identified in 3.3.1 to manage changes related to business crises. (8)

3.4 Name aspects to be considered when making a good decision about the business. (5)

3.5 Distinguish between ethics and professionalism. (12)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Identify the concepts relating to avenues of acquiring businesses in EACH case below.

4.1.1 Monthly payment to a franchisor. (2)

4.1.2 Legal document set up between franchisor and franchisee. (2)

4.1.3 Amount of money a business owner wants for good trade name he or she has built up. (2)

4.2 Outline THREE ways of how to transform a business plan to an action plan. (6)

4.3 Discuss TWO advantages and disadvantages of buying a franchise. (8)

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BUSINESS ROLES

4.4 Name FOUR examples of unfair advertising practices. (4)

4.5 Suggest ways in which professional, responsible and ethical business practice should be conducted. (8)

4.6 Recommend ways of managing stress in a business. (8)

[40]

TOTAL SECTION B: [80]

SECTION C

Answer ANY ONE question in this section.

QUESTION 5: BUSINESS VENTURES (FORMS OF OWNERSHIP)

When establishing a business one needs to understand the benefits and challenges of that form of ownership. It is also important to have the knowledge of what is required to name and register that form of ownership.

- Outline the requirements for the name for the companies.
- Explain advantages and disadvantages of partnerships.
- Discuss the Memorandum of Incorporation in details.
- Compare a public company to a sole trader focusing on:
  - Legal status and liability
  - Capital **[40]**

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING)

Creative thinking is required by all business employers and employees to solve the problems that are encountered by business on daily basis. It is important to know problem solving steps and different techniques to address the challenges of the business.

- Outline the problem solving steps.
- Discuss ways in which working with others to solve problems and acquiring creative skills can be promoted within the business.
- Explain how the business can apply Delphi technique to solve problems.
- Advise managers on the use of creative thinking in the business. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150

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