



Education and Sport Development

Department of Education and Sport Development
Departement van Onderwys en Sportontwikkeling
Lefapha la Thuto le Tlhabololo ya Metshameko

NORTH WEST PROVINCE

GRADE 10

BUSINESS STUDIES

PAPER 1

JUNE 2019

MARKS: 100
DURATON 1 HOUR

This paper consists of 7 Pages



INSTRUCTION AND INFORMATION

Read the following instructions carefully before answering the questions

- The question paper consists of THREE sections and covers all main topics
SECTION A: COMPULSORY
SECTION B: Consists of THREE questions
Answer any TWO of the three questions in this section
SECTION C: Consists of TWO questions.
Answer any ONE of the two questions
- Read the instructions for each question carefully and take note of what is required.
- Number the answers carefully according to the numbering system used in this question paper. No marks will be awarded for answers that are numbered incorrectly.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Write neatly and legibly
- Use the table below as a guide for mark and time allocation when answering each question

SECTION	QUESTION	MARKS	TIME (Minutes)
A: Objective-type questions COMPULSORY	1	20	10
B: THREE direct/indirect questions CHOICE: Answer any TWO	2	20	15
	3	20	15
	4	20	15
C: TWO essay-type questions CHOICE: Answer only ONE question	5	40	20
	6	40	20
TOTAL		100	60



SECTION A (COMPULSORY)

QUESTION 1

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

1.1.1 The four basic management tasks are....

- A Marketing, leading, organizing, controlling
- B Hiring, firing, selling, purchasing
- C Planning, organizing, leading, controlling
- D Motivating, demonstrating, controlling, delegating

1.1.2 ... are people who have unlimited wants and needs to be satisfied

- A Suppliers
- B Competitors
- C Manufactures
- D Consumers

1.1.3 An environment that includes local authorities, regional, and central government

- A Global environment
- B Legal environment
- C Institutional environment
- D Technological environment

1.1.4 ... the ability of the product or service to satisfy a specific need

- A Quality
- B Quantity
- C Quality assurance
- D Quality control

1.1.5 Payment where money is exchanged when goods or service is received

- A Installment
- B Cash
- C Credit
- D Cash with order

(5x2) (10)



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

Production; CPA; Own capital; Tertiary sector; Borrowed capital; Intermediaries; NCA,
Purchasing; Secondary sector; CBO

- 1.2.1 Transports goods from the firm to consumers
- 1.2.2 Agents or brokers, which facilitate the transfer of goods and services
- 1.2.3 The function that is responsible for processing raw materials into semi/finished goods
- 1.2.4 ...promote and advance the social and economic welfare of consumers
- 1.2.5 Is obtained from financial institutions in exchange for interest (5×2) (10)

TOTAL SECTION A: 20



SECTION B

Answer any TWO questions in this section

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose.

QUESTION 2: BUSINESS ENVIRONMENTS (MICRO)

2.1 Identify the elements of micro environment that applies to each of the following Statements:

- 2.1.1 Dream of the business and what it wants to achieve in the future
- 2.1.2 Describes the purpose and basic activities of the business
- 2.1.3 All the assets that a business uses to produce goods or services
- 2.1.4 The way a business goes about doing business

2.2 Explain the difference between management and leadership
2.3 Discuss the purpose of the organizational structure

(8)
(6)
(6)
[20]

QUESTION 3: BUSINESS ENVIRONMENTS (SECTORS/MARKET)

- 3.1 Define the meaning of market environment
- 3.2 Explain the reasons why NGO and CBO`s form part of the market environment
- 3.3 Read the scenario below and answer the questions that follow

(2)
(8)

MAKUNGO CONSTRUCTION LTD (MKG)

Makungo construction specialise in building roads nationally. Their personal assistant and site manager always knock off early from work. Their preferred supplier always delivers materials late. The business has stopped its operations due to heavy rainfall and floods.

- 3.3.1 Name the sector in which MKG operate.
- 3.3.2 Classify MKG`s challenges according to the THREE business environments. Use the table below as a guide to present your answer.

(1)
(9)

CHALLENGES	BUSINESS ENVIRONMENT	EXTENT OF CONTROL

[20]

QUESTION 4: MISCELLENOUS TOPICS

BUSINESS SECTORS

4.1

4.1.1 Define a tertiary sector

(2)

4.1.2 Differentiate between formal and informal sector

(4)

INTERRELATIONSHIP BETWEEN THE ENVIRONMENTS

4.2 Describe the interrelation between the micro and market environments

(4)

4.3 Explain the reason why competition poses a challenge to businesses

(3)

BUSINESS FUNCTIONS

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

MAANDA FRIED CHICKEN (MFC)

MFC is a business situated in a busy town near Mokopane. They specialise in selling fried chicken. Their customers are not allowed to return wrong meal orders made by cashiers.

4.4.1 Identify the Act that Maanda Fried Chicken violated. Motivate your answer by quoting from the scenario above.

(3)

4.4.2 Explain two purpose of the ACT identified in 4.3.1 above

(4)

[20]

TOTAL SECTION B: 40



SECTION C

Answer ONE question in this section

NOTE: Clearly indicate the QUESTION NUMBER of each question chosen. The answer to EACH question must start on a NEW page, e.g. QUESTION 5 on a new page
QUESTION 6 on a NEW page

QUESTION 5: BUSINESS ENVIRONMENTS

Jama and Mmapule are young entrepreneurs who started their retail company some years back. They are aware that their business operates in three environments. They are afraid of the challenges from the macro environment that will impact their business positively and negatively

With reference to the statement above provide the following

- Outline the purpose of National Credit Act
- Discuss in detail the following components of macro environment
 - Economic environment
 - Technological environment
 - Legal and political environment
- Describe the institutional environment with reference to FOUR roles of government in businesses.
- Advise business on the inter-relationship within the macro environment.

[40]

QUESTION 6: BUSINESS OPERATIONS (QUALITY)

Kenny fruits and vegetable stores buys directly from the Martjie farms Inc. Upon delivery they realized that some fruits and vegetables have perished. Kenny had to return some perished products immediately. The image of the business was negatively affected.

Bearing the above scenario in mind, write a detailed essay on the following aspects:

- Tabulate the difference between quality control and quality assurance.
- Discuss the correlation between management and the success of the business.
- Outline quality indicators of the following business function.
 - Human resources function
 - Administration function
 - General management
- Advise Kenny fruits and vegetable store on the FOUR methods of carrying out public relations.

[40]

**TOTAL SECTION C: 40
GRAND TOTAL: 100**

