



Aequam Servare Mentem



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**DEPARTMENT OF BUSINESS, COMMERCE & MANAGEMENT**

**BUSINESS STUDIES GRADE 11 - MARCH CONTROLLED TEST 2020**

**EXAMINER: MS J. BOODHRAM**

**MODERATOR: MISS B.S PATEL**

**TOTAL: 100 MARKS**

**DURATION: 1.5 HOUR**

**INSTRUCTIONS:**

1. This question paper consists of **FOUR** questions.
2. Read the instructions for each question carefully and take particular note of what is required.
3. This paper consists of 5 pages including the cover page.
4. Use the table below as a guide for marks and time allocation when answering each question.

QUESTION	SECTION	MARKS	LEARNER'S MARK	TIME
1.1	Matching	10		10 mins
1.2	Concepts	10		5 mins
2	Paragraph, case study questions	40		15 mins
3 OR 4	Essay	40		30 mins
<b>TOTAL</b>		<b>100</b>		<b>60 mins</b>



**SECTION A**  
**QUESTION ONE**

1.1. Match the headings in Column A with the factors in Column B. Write only the correct letter in the space provided e.g. 1.1.1. L

COLUMN A	COLUMN B
1.1.1 Conciliation	A) A complaint that an employer has against an employee, or that an employee has against the employer.
1.1.2 Shop steward	B) The amount of disposable income that consumers have to buy goods and services.
1.1.3 Industrial action	C) A business buys enough shares of a public company to have control of it.
1.1.4 Go-slow	D) A business takes control of another private business.
1.1.5 Just-in-time	E) A philosophy of management where resources are ordered just in time to be used.
1.1.6 Acquisition	F) A form of action where workers work slowly.
1.1.7 Takeover	G) A worker in a business who represents the trade union of the employees.
1.1.8 Vertical Integration	H) Union led activities against an employer in order to break a deadlock.
1.1.9 Grievance	I) A business takes control of its suppliers to ensure consistent supply.
1.1.10 Spending power	J) An informal discussion to resolve differences.
	K) A disagreement between employees and employers.

(10x1=10)



1.2. Choose the correct word from within the brackets. Write only the correct term/concept in your answer book, eg. 2.1. trade unions

- 1.2.1. When two businesses of a similar size are willing to combine and become one, this is known as (acquisition/ merger).
- 1.2.2. People's buying power (increases/ decreases) when the government lowers interest rates.
- 1.2.3. (Inflation/ deflation) is when there is a general fall in the purchasing value of money.
- 1.2.4. Inadequate management skills is a challenge faced by the (micro/ macro) environment.
- 1.2.5. The ability to think about or plan the future with imagination or wisdom outlining goals and objectives is known as a (mission/ vision) statement. (5x2=10)

SECTION A TOTAL: [20]

**SECTION B**

**QUESTION TWO**

- 2.1 Provide **TWO** challenges in each of the following environments, which you have studied this term:
  - 2.1.1 Micro environment (2)
  - 2.1.2 Market environment (2)
- 2.2. By definition, explain the difference between **Outsourcing** and **Franchising**. (4)

**Trade unions are independent organisations that represent workers and their interests to their employers. Trade unions are paid for and run by their members.**

- 2.3.1. Identify the union that represents mineworkers in South Africa. (2)
- 2.3.2. Establish **THREE** functions of a trade union. (6)
- 2.4. Define the term **psychographics**. (2)

P.T.O...Question 2.5



2.5.

**The new companies act puts an end to CC's**

There are approximately 1.9 million CC's registered in SA. The new companies Act recognises that CC's should be free to retain their current status. Existing CC's may continue to trade as such, but new CC's are no longer allowed to be registered. In other words, if you have an existing registered CC, you will be allowed to continue trading as such indefinitely.

- 2.5.1. Define the term *Liability* and indicate which forms of ownership have unlimited liability. (6)
- 2.5.2. Provide **TWO** advantages of companies over CC's. (4)
- 2.5.3. Explain what is meant by the term *continuity* and provide **TWO** examples of businesses which have continuity. (6)
- 2.5.4. Provide **THREE** advantages of buying an existing business. (6)

[40]

**SECTION B TOTAL: 40 MARKS**

**P.T.O...SECTION C**





**SECTION C:**

**QUESTION THREE**

**MARKET ENVIRONMENT**

The market environment poses many challenges to business environments. Successful businesses identify the components of the market environment. Some businesses form power relationships in order to remain sustainable and competitive.

With reference to the above, write an essay on the following aspects:

- Elaborate on any **FOUR** components of the market environment.
- Discuss **FOUR** challenges of the market environment.
- Explain ways in which businesses can form power relationships.
- Recommend ways in which businesses can overcome competition in the market environment.

**OR**

**QUESTION FOUR**

**SOCIO- ECONOMIC ISSUES**

Businesses are losing sales and profit on piracy. The government has provided solutions to deal with piracy. Businesses that have been affected by piracy as they are forced to retrench some employees resulting to different types of industrial actions. Trade unions also play an important role in ensuring that their members are protected in the workplace.

Write an essay on the following aspects:

- Elaborate on the negative impact of piracy on businesses.
- Explain **THREE** solutions to deal with piracy.
- Discuss **THREE** types of industrial actions.
- Advise businesses on the functions of trade unions.

**TOTAL: 100 MARKS**

