



**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2023**

**BUSINESS STUDIES P2**

**MARKS: 150**

**TIME: 2 hours**

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This question paper consists of 9 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 TWO 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 in this section.

2. Read the instructions for each question carefully and take particular note of what is required.

Note that ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected in SECTION C will be marked.

3. Number the answers correctly according to the numbering system used in this question paper. No marks will be awarded for answers that are numbered incorrectly.
4. Except where other instructions are given, answers must be written in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
<b>A: Objective-type questions COMPULSORY</b>	<b>1</b>	<b>30</b>	<b>20</b>
<b>B: THREE direct/indirect-type questions CHOICE: Answer any TWO.</b>	<b>2</b>	<b>40</b>	<b>70</b>
	<b>3</b>	<b>40</b>	
	<b>4</b>	<b>40</b>	
<b>C: TWO essay-type questions CHOICE: Answer any ONE.</b>	<b>5</b>	<b>40</b>	<b>30</b>
	<b>6</b>	<b>40</b>	
<b>TOTAL</b>		<b>150</b>	<b>120</b>

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 on a new page, QUESTION 2 on a new page.
8. You may use a non-programmable calculator.
9. Write neatly and legibly.

**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, for example 1.1.6 D.

1.1.1 A/An ... is a person who starts and manages his/her own business.

- A venture capitalist
- B executive manager
- C entrepreneur
- D director

1.1.2 Prince and Queen Attorneys are jointly and severally liable for the debts of the business. This form of ownership is known as a ...

- A public company.
- B partnership.
- C non-profit company.
- D private company.

1.1.3 A/An ... plan is a written document which gives a comprehensive overview of a proposed business.

- A equity
- B action
- C five-year
- D business

1.1.4 Businesses use ... thinking when applying old thinking patterns to new situations.

- A routine
- B creative
- C divergent
- D critical

1.1.5 Muzi Enterprise did not declare all their income to the South African Revenue Service. This is an example of a ... decision.

- A good
- B moral
- C bad
- D right

(5 x 2) (10)

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

retrenchment; problem-solving; line graph; limited liability;  
bar graph; communication; unlimited liability; decision making;  
ethics; affirmative action

- 1.2.1 Konga Traders (Pty) Ltd will only lose the amount of money invested in the business. This refers to ...
- 1.2.2 Thando Enterprises used a series of vertical rectangles, known as a ... to display a set of sales figures.
- 1.2.3 The process of finding solutions to difficult issues, refers to ...
- 1.2.4 The code of ... outlines the mission and values of the business or organisation.
- 1.2.5 Perfect Consultants terminates all employment contracts of its employees for operational reasons. This is known as ...
- (5 x 2) (10)

- 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 numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Royalties	A document serves as a constitution of a business
1.3.2 Timelines	B obtained through creative thinking
1.3.3 Memorandum of Incorporation	C businesses are able to trade nationally
1.3.4 Globalisation	D payments made to the franchisor based on the turnover of the business
1.3.5 Conventional solution	E planning tool that indicates dates and sequence
	F payment made to the property owner for the use of an asset
	G document by which company is known by registration and name
	H obtained through logical, analytical problem-solving methods
	I planning tool that can be used to turn an idea into an action plan
	J businesses are able to trade in different countries

(5 x 2) (10)

**TOTAL SECTION A: 30**

## 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.

### QUESTION 2: BUSINESS VENTURES

- 2.1 State any THREE aspects that must be considered when initiating a business. (3)
- 2.2 Outline strategies that businesses can use to ensure that they remain profitable and sustainable. (4)
- 2.3 Read the scenario below and answer the questions that follow.

#### MUZI PROPERTIES (MP)

Muzi Properties is a real estate business. MP buys farms and allows the user to utilise the property with regular payment according to their contract. Recently, MP also bought an existing butchery.

- 2.3.1 Identify the business avenue applied by MP. Motivate your answer by quoting from the scenario above. (3)
- 2.3.2 Explain the reason why entrepreneurs may decide to purchase an existing business. (4)
- 2.4 Discuss the procedure for the formation of companies. (6)
- 2.5 Read the scenario below and answer the question that follows.

#### RADI DAIRY FARM (RDF)

Radi Dairy Farm will be doing the following activities when setting up their business during December. Mzala will purchase the milking cows in the first week. During the second and third week, Kenny will be setting up the milking machines.

- 2.5.1 Draw up a Gantt chart using the information given in the scenario.

Use the table below as a GUIDE to answer QUESTION 2.5.1.

ACTIVITIES	WEEKS			PERSON RESPONSIBLE
	WEEK 1	WEEK 2	WEEK 3	

(6)

- 2.6 Discuss any TWO factors that influence the choice of funding. (6)
- 2.7 Suggest how the presenter must prepare the following visual aids:
  - 2.7.1 Slides (4)
  - 2.7.2 Handouts (4)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 Name THREE theories of ethics that are applicable to the workplace. (3)
- 3.2 Outline the principles of professionalism. (6)
- 3.3 Read the scenario below and answer the question that follows.

**UMBANE TECHNOLOGIES (UT)**

Umbane Technologies is a business which provides electricity. They are in the process of building a nuclear power station at the Jeffrey's Bay coastline. They considered all the supporting and opposing ideas for this development. UT decided to invite experts to help them deal with their challenges.

- 3.3.1 Identify TWO problem-solving techniques used by UT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3.1.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

(6)

- 3.4 Explain the advantages of creative thinking in the workplace. (4)
- 3.5 Discuss the following major changes that people and businesses deal with:
- 3.5.1 Unemployment (4)
- 3.5.2 Affirmative action (4)
- 3.6 Read the scenario below and answer the questions that follow.

**KING FROZEN FOODS (KFF)**

King Frozen Foods has encountered a severe challenge of stage eight load shedding. Heavy rain also damaged their storeroom. The employees of KFF also often disagree with one another. The management of KFF needs to find ways to deal with all their crises.

- 3.6.1 Quote THREE examples of crises from the scenario above. (3)
- 3.6.2 Explain ways in which businesses can deal with crises in the workplace. (4)
- 3.7 Recommend ways in which professional, responsible, ethical and effective business practice should be conducted. (6)

**[40]**

**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

- 4.1 Name any TWO project planning steps. (2)
- 4.2 Outline the qualities of an entrepreneur. (4)
- 4.3 Read the scenario below and answer the questions that follow.

**KUNGAWO GLASS LTD (KGL)**

Kungawo Glass Ltd specialises in the manufacturing of glass. KGL issued a document inviting the public to buy shares.

- 4.3.1 State the document that is issued by KGL in the scenario above. (2)
- 4.3.2 Outline the aspects that must be included in the document stated in QUESTION 4.3.1. (4)
- 4.4 Explain the reasons why businesses need funding. (4)
- 4.5 Discuss the advantages of outsourcing. (4)

**BUSINESS ROLES**

- 4.6 Outline the benefits of ethical business ventures. (4)
- 4.7 Discuss the advantage of working with others to solve problems. (6)
- 4.8 Read the scenario below and answer the questions that follow.

**WATER PURIFICATION (WP)**

Sizwe is an employee at Water Purification. He has a heavy workload and works long hours. Sizwe struggles to manage the stress at work.

- 4.8.1 Name TWO causes of stress experienced by Sizwe in the scenario above. (2)
- 4.8.2 Suggest ways employees can manage stress in the workplace. (4)
- 4.9 Recommend ways in which businesses can create an environment that stimulates creative thinking. (4)

**[40]****TOTAL SECTION B: 80**

**SECTION C**

Answer ANY ONE question in this section.

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

**QUESTION 5: BUSINESS VENTURES (PRESENTATION)**

A well-planned presentation with current and reliable information is vital to stakeholders. The success of a presentation depends on the preparation of the presentation. Business reports must be put in writing and presenters must be able to handle feedback in a non-aggressive and professional manner.

Write an essay on presentation of business information in which you include the following aspects:

- Outline the importance of presenting business information.
- Explain the factors that the presenter must consider when preparing a presentation.
- Discuss the steps in report writing.
- Advise businesses on how to handle feedback after a presentation in a non-aggressive and professional manner.

[40]

**QUESTION 6: BUSINESS ROLES (TEAM DYNAMICS AND CONFLICT MANAGEMENT)**

Businesses employ people from diverse background which may sometimes lead to conflict. It is important for the business to go through the stages of team development in order to reach a common goal. Businesses use workplace forums to resolve their differences before it leads to more serious problems.

Write an essay on team dynamics and conflict management in which you include the following aspects:

- Outline the importance of team work.
- Explain the causes of conflict in the business.
- Discuss FOUR stages of team development.
- Advise businesses on the functions of workplace forums.

[40]

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**