



**NATIONAL
SENIOR CERTIFICATE**

GRADE 11

NOVEMBER 2023

**BUSINESS STUDIES P2
(DEAF)**

MARKS: 150

TIME: 2 hours

This question paper has 10 pages.

INSTRUCTIONS AND INFORMATION

Read the instructions. Answer the questions.

- This question paper has **THREE sections** and **TWO main topics**.

SECTION A: COMPULSORY
 SECTION B: THREE questions
 Answer any TWO questions.
 SECTION C: TWO questions
 Answer any ONE question.

- Read **instructions**. Do what is asked.

We **ONLY mark** the **first TWO questions** you answered in SECTION B.
 We **ONLY mark** the **FIRST question** you answered in SECTION C.

- Give the **answers** the **same numbers** as the **questions**.
 You get **NO marks** for **answers** that are **numbered incorrectly**.
- Answer in **full sentences**. We will **tell you** if it is **different**.
- The **mark allocation** at each **question** will tell you **how much** and **what** you must **write**.
- The **table** shows the **marks** and **time** for **each question**.

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

- Answer **EACH question** on a **NEW page**, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
- Use a **non-programmable calculator**.
- Write neatly**.
 Your **work** must be **easy to read**.

SECTION A (COMPULSORY)**QUESTION 1****1.1 Choose the answer.**

Write the **letter** (A–D) next to the **question numbers** (1.1.1 to 1.1.5) in the ANSWER BOOK.

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**^(complete) **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 statements.

Use the **word(s)** in the **list**.

Write 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 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 _(found) 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 _(gotten) 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.

NOTE: Write the **QUESTION NUMBER** of each question you choose.
Write the answer to EACH question on a NEW page,
e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

- 2.1 Give any **THREE aspects** that must be **considered** when **initiating**_(starting) a **business**. (3)
- 2.2 Explain **strategies** that **businesses** can use to ensure that they remain **profitable** and **sustainable**. (4)
- 2.3 Read the text. Answer the questions.

MUZI PROPERTIES (MP)

Muzi Properties is a **real estate**_(property) **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.
Say if your **answer** is **correct**. **Quote** from the text. (3)
- 2.3.2 Explain the **reason** why **entrepreneurs** may **decide** to **purchase**_(buy) an **existing business**. (4)
- 2.4 Explain the **procedure** for the **formation** of **companies**. (6)
- 2.5 Read the text. Answer the question.

RADI DAIRY FARM (RDF)

Radi Dairy Farm will be doing the **following activities** when **setting up** their **business** during December.
Mzala will **purchase**_(buy) 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**.

Draw the **table** in your **ANSWER BOOK**. Answer QUESTION 2.5.1 in the **table**.

ACTIVITIES	WEEKS			PERSON RESPONSIBLE
	WEEK 1	WEEK 2	WEEK 3	

(6)

- 2.6 **Explain** any **TWO factors** that **influence** the **choice** of **funding**. (6)
- 2.7 **Tell** 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 Give **THREE** theories of **ethics** that are **applicable** to the **workplace**. (3)
- 3.2 **Explain** the **principles** of **professionalism**. (6)
- 3.3 **Read** the **text**. **Answer** the **question**.

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. Say if your **answer** is **correct**. **Quote** from the **text**.

Draw the **table** in your **ANSWER BOOK**. **Answer** **QUESTION 3.3.1** in the **table**.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

- 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: (4)
- 3.5.1 Unemployment (4)
- 3.5.2 Affirmative action (4)
- 3.6 **Read** the **text**. **Answer** the **question**.

KING FROZEN FOODS (KFF)

King Frozen Foods has **encountered**_(come upon) 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 **text**. (3)
- 3.6.2 **Explain** **ways** in which **businesses** can **deal** with **crises** in the **workplace**. (4)
- 3.7 **Advise** businesses. Tell them **ways** in which **professional, responsible, ethical** and **effective business practice** should be **conducted**_(directed). (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 **Name any TWO project planning steps.** (2)
- 4.2 **Give the qualities of an entrepreneur.** (4)
- 4.3 **Read the text. Answer the question.**

KUNGAWO GLASS LTD (KGL)

Kungawo Glass Ltd **specialises** in the **manufacturing of glass**.
KGL **issued**_(distributed) a **document inviting** the **public** to **buy shares**.

- 4.3.1 **Give the document that is issued**_(distributed) by KGL in the **text**. (2)
- 4.3.2 **Explain 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 **Explain the benefits of ethical business ventures.** (4)
- 4.7 **Explain the advantage of working with others to solve problems.** (6)
- 4.8 **Read the text. Answer the question.**

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 **Give TWO causes of stress experienced** by Sizwe in the **text**. (2)
- 4.8.2 **Give ways employees can manage stress** in the **workplace**. (4)
- 4.9 **Advise** businesses.
Tell them **ways** in which **businesses** can **create** an **environment** that **stimulates creative thinking**. (4)

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

SECTION C

Answer ANY ONE question.

NOTE: Write the **QUESTION NUMBER** of the chosen question.
The **answer** must **start** on a **NEW page**.

QUESTION 5: BUSINESS VENTURES (PRESENTATION)

A well-planned presentation with current and reliable information is vital^(important) 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.

Presentation of business information

Write an essay.

Write about:

- Explain the importance of presenting business information.
- Explain the factors that the presenter must consider when preparing a presentation.
- Explain the steps in report writing.
- Tell 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^(various) 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.

Team dynamics and conflict management

Write an essay.

Write about:

- Explain the importance of team work.
- Explain the causes of conflict in businesses.
- Discuss **FOUR** stages of team development.
- Tell businesses about the functions of workplace forums.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150