



Province of the  
**EASTERN CAPE**  
EDUCATION

Iphondo leMpuma Kapa: Isebe leMfundo  
Provinsie van die Oos Kaap: Departement van Onderwys  
Porafensie Ya Kapa Botjhabela: Lefapha la Thuto

# **NATIONAL SENIOR CERTIFICATE**

## **GRADE 11**

### **NOVEMBER 2024**

## **BUSINESS STUDIES P2**

**MARKS: 150**

**TIME: 2 hours**



\* I B U S T E 2 \*

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This question paper consists of 8 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 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 company in which the directors are jointly and separately liable for all the debts and liabilities of the business:

- A Private company
- B Public company
- C State-owned company
- D Personal liability company

1.1.2 Vusi sold the right to use the name and trademark of VS Foods to Tony in return for a royalty fee. Vusi is known as the ...

- A franchisor.
- B franchisee.
- C lessor.
- D lessee.

1.1.3 A business hiring temporary employees or using independent contractors considers ... as a factor that must be considered before start-up.

- A the culture of the organisation
- B business growth
- C cost saving
- D customer service

1.1.4 Zonke Construction uses ... when alternative solutions are generated and evaluated in response to problems.

- A problem-solving
- B force-field analysis
- C Delphi technique
- D routine thinking

1.1.5 The way the body reacts to situations that a person finds difficult to control, is known as ...

- A crisis.
- B stress.
- C change.
- D conflict.

(5 x 2) (10)

- 1.2 Complete the following statements by using the word(s) 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.

norming; passion; grievance; performing; partnership;  
hand-outs; conflict; close corporation; posters; perseverance

- 1.2.1 A ... has no legal entity and therefore has no continuity.
- 1.2.2 Dlamini showed ... as an entrepreneurial quality when she did not give up despite the challenges she faced in her business.
- 1.2.3 Nico provided ... as a type of visual aid to the audience after his presentation to remind them of the key points.
- 1.2.4 A disagreement between two parties is known as ...
- 1.2.5 During the ... stage of team development, team members come to an agreement and reach a consensus.

(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	Verbal presentation	A	tax returns submitted on time and making regular tax payments
1.3.2	Equity capital	B	comply with the South African Bureau of Standards
1.3.3	Non-conventional solutions	C	tax payments are adjusted to avoid paying high tax payments
1.3.4	Globalisation	D	money and assets of the owners invested in a business
1.3.5	Good decision	E	information communicated by means of printed material
		F	there are diverse solutions to a problem
		G	money made available by the government for small developing businesses
		H	information communicated by means of an oral presentation
		I	there is only one solution to a problem
		J	comply with international standards of quality

(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 Name any FOUR key success factors in a business. (4)
- 2.2 Outline the aspects that must be considered when initiating a business. (6)
- 2.3 Identify the types of visual aids used by Thandi during his presentation in EACH statement below:
- 2.3.1 He used columns and rows to compare the different options available to investors. (2)
- 2.3.2 He showed the relationship between two variables over a period of time. (2)
- 2.4 Explain the procedure for the formation of companies. (6)
- 2.5 Read the scenario below and answer the question that follows.

**REAL ESTATE (RE)**

Real Estate owns properties around the country. They allow businesses to enter into an agreement and make a monthly payment for the use of these properties. RE also offers information technology services to these businesses to allow them to focus on important business activities.

Identify TWO avenues of acquiring businesses used by RE. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.5.

AVENUES OF ACQUIRING BUSINESSES	MOTIVATIONS
1.	
2.	

(6)

- 2.6 Discuss the following benefits of establishing a company versus other forms of ownership:
- 2.6.1 Legal status and liability (4)
- 2.6.2 Ownership and management (4)
- 2.7 Suggest reasons why entrepreneurs may decide to purchase an existing business. (6)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 Name any FOUR internal causes of change. (4)
- 3.2 Outline the importance of stress management in the workplace. (6)
- 3.3 Read the scenario below and answer the questions that follow.

**ASSOP MANUFACTURER (AM)**

Assop Manufacturer specialises in manufacturing electric cars and they apply the principles of professionalism and ethics. They focus on using resources responsibly to ensure that the environment is looked after. AM also practises social responsibility by giving back to poor communities. The management of AM is also aware of the differences between professionalism and ethics.

- 3.3.1 Quote TWO principles of professionalism and ethics that AM is displaying in the scenario above. (2)
- 3.3.2 Explain the difference between *professionalism* and *ethics*. (4)
- 3.4 Discuss the functions of workplace forums. (6)
- 3.5 Read the scenario below and answer the question that follows.

**EASTERN HOTEL (EH)**

Eastern Hotel is exposed to difficult economic conditions and are therefore required to deal with major changes. They reduced the number of employees at the hotel to decrease their costs. EH also offers equal opportunities to people from previously disadvantaged groups as a legal stipulation.

Identify TWO major changes that people and businesses have to deal with in the scenario above. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5.

MAJOR CHANGES THAT PEOPLE AND BUSINESSES DEAL WITH	MOTIVATIONS
1.	
2.	

(6)

- 3.6 Discuss the importance of teamwork. (6)
- 3.7 Recommend ways in which professional, responsible, ethical and effective business practices should be conducted. (6)

**[40]**

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

- 4.1 Name any FOUR stages of action plan/steps to follow when drawing up an action plan. (4)
- 4.2 Elaborate on the meaning of *memorandum of incorporation*. (4)
- 4.3 Read the scenario below and answer the questions that follow.

**RONALD WAREHOUSING (RW)**

Ronald Warehousing is in the process of establishing storage facilities around Johannesburg. They received funding from a wealthy entrepreneur in exchange for a share in the business. RW is also aware of the many reasons why businesses need funding.

- 4.3.1 Identify the source of funding that RW received in the scenario above. (2)
- 4.3.2 Explain the reasons why businesses need funding. (6)
- 4.4 Recommend factors that the presenter must consider when preparing a presentation. (4)

**BUSINESS ROLES**

- 4.5 Outline the causes of conflict in the workplace. (6)
- 4.6 Identify the stages of team development experienced by Donald Construction in EACH statement below.
- 4.6.1 The newly appointed members of the marketing team were comfortable with each other during their first meeting. (2)
- 4.6.2 Rowena, the team leader of the cleaning team, ensured that all tasks are completed before the team finally part ways. (2)
- 4.7 Discuss any TWO theories of ethics that are applicable in the workplace. (6)
- 4.8 Recommend ways in which businesses could deal with crisis in the workplace. (4)

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

**SECTION C**

Answer ANY ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of the 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 (TRANSFORMING A BUSINESS PLAN INTO AN ACTION PLAN)**

Businesses that follow the project planning steps will ensure the completion of their tasks. A business plan is essential to ensure that the proposed business goals are achieved. Planning tools provide guidelines on how to transform a business plan into an action plan and businesses use action plans to organise their activities.

Write an essay on transforming a business plan into an action plan in which you include the following aspects:

- Outline the project planning steps.
- Explain the purpose of a business plan.
- Discuss the importance of timelines and Gantt charts/Work Breakdown Structure (WBS).
- Advise businesses on the importance of an action plan.

**[40]**

**QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM SOLVING)**

Businesses use routine thinking and creative thinking to solve their problems. Creative thinking has many advantages and businesses can also apply the Delphi technique and the Force field analysis as problem-solving techniques. Businesses should create an environment that stimulates creative thinking in the workplace.

Write an essay on creative thinking and problem-solving in which you include the following aspects:

- Outline the differences between *routine thinking* and *creative thinking*.
- Explain the advantages of creative thinking in the workplace.
- Discuss how the businesses can apply the following problem-solving techniques:
  - Delphi technique
  - Force field analysis
- Recommend ways in which businesses can create an environment that stimulates creative thinking in the workplace.

**[40]**

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