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**education**

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North West Department of Education  
**NORTH WEST PROVINCE**

**PROVINCIAL ASSESSMENT**

**GRADE 10**

**BUSINESS STUDIES P1**

**NOVEMBER 2019**

**MARKS: 150**

**TIME: 2 hours**

**This question paper consists of 7 pages.**

**INSTRUCTIONS AND INFORMATION**

Read the following instructions carefully before answering the questions.

1. This 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 in this section.

2. Read the instructions for each question carefully and take particular note of what is required.
3. 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.
4. Use the mark allocation and nature of each question to determine the length and depth of an answer.
5. Use the table below as guide for mark and time allocation when answering each question.

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

6. Start **EACH** question on a **NEW** page, e.g. **QUESTION 1 - NEW** page, **QUESTION 2 – NEW** page, etc.
7. Write neatly and legibly.

**SECTION A COMPULSORY****QUESTION 1:**

1.1 Various options are provided as possible answers to the following questions. 1.1.1 to 1.1.5. 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, e.g. 1.1.6 E.

1.1.1 The basic tasks of management are:

- A Production, organisation, marketing and administration
- B Motivation, communication, delegation and activation
- C Lead, communicate, organize and control
- D Control, organize, lead and planning

1.1.2 An example of a lower level manager:

- A Chairman of the Board
- B Foreman in the mine
- C Head of Department
- D Chief Executive Officer

1.1.3 Twitter, Instagram and Facebook form part of the ...

- A global environment.
- B technological environment.
- C economic environment.
- D social environment.

1.1.4 The process of allocating a business function to a third party is referred to as ...

- A problem-solving.
- B directing.
- C outsourcing.
- D delegating.

1.1.5 A socio-economic condition where people want to work, but can't find work, is referred to as ...

- A piracy.
- B HIV/AIDS.
- C unemployment.
- D crime.

(5 X 2) (10)

- 1.2 Give the word/term from the list below that best apply to the definitions provided. Write only the correct word next to the number (1.2.1 to 1.2.5).

Public relations;	Organogram;	Project;
Lower level management;	Data;	Information;
Human resources;	Marketing;	Middle management

1.2.1 The function responsible for creating a favourable image to the public.

1.2.2 Facts in a raw form not usually used for decision making.

1.2.3 The management level responsible for tactical decisions to ensure the availability of resources needed to carry out strategic planning.

1.2.4 The management level responsible for short term planning overseeing specific tasks to be done by the business to reach their goals.

1.2.5 A different name for the organisation's structure.

(5 x 2) (10)

- 1.3 Choose an explanation from COLUMN B which will best match the term in COLUMN A. Write down only the correct letter next to the corresponding question number(1.3.1 to 1.3.5).

<b>COLUMN A</b>	<b>COLUMN B</b>
1.3.1 Regulations	A Deprived the original artist of his/her income.
1.3.2 Piracy	B Participant in the market environment
1.3.3 Globalization	C Better goods than the competitors
1.3.4 Shareholders	D Laws and rules to control an Environment
1.3.5 Suppliers	E Businesses conducting business in two or more countries with their head office as base in their home country
	F Receive dividends from the business
	G Job satisfaction and security

(5 x 2) (10)

**TOTAL SECTION A: 30**

**SECTION B**

Answer ANY TWO questions from this section

**QUESTION 2: BUSINESS ENVIRONMENTS**

- 2.1 Identify the sectors as described in the following statements:
- 2.1.1 'Zokudla Cash and Carry' sells a variety of groceries to the community of Pinewood. (2)
- 2.1.2 The 'iZinkukhu'-project in Willowmore hatch chicks and grows vegetables. (2)
- 2.1.3 'Ármadillo Leather Works' buy skin of slaughtered cattle to manufacture products such as shoes jackets, handbag, etc. (2)
- 2.2 Tabulate the differences between the formal and informal sector. (6)
- 2.3 Distinguish between management and leadership (8)
- 2.4 State and briefly described THREE elements of the macro-environment. (12)
- 2.5 Define *money laundering*. (2)
- 2.6 Evaluate the impact of HIV/AIDS on a business (6)
- [40]**

**QUESTION 3: BUSINESS OPERATIONS**

- 3.1 Read the following scenario an answer the questions:

A manager of a business must create a vision and a mission for his business and ensure that all goals and objectives are achieved.

All the management tasks of a small business are usually done by one person, however, these tasks are too much when the business grows.

- 3.1.1 Identify the levels of management. (3)
- 3.1.2 Describe briefly THREE management tasks that have to be performed by the manager of the business. (9)
- 3.2 In table form, distinguish between fixed capital and working capital. (4)
- 3.3 Describe the following business functions
- 3.3.1 Human Resource (4)

- 3.3.2 Administration (4)
  - 3.3.3. Public Relation (4)
  - 3.4 The purpose of the National Credit Act 34 of 2005 is to regulate the credit market.
    - 3.4.1 Identify any THREE consumer rights in terms of the National Credit Act (6)
    - 3.4.2 Explain any THREE responsibilities of credit providers in terms of the abovementioned Act. (6)
- [40]**

**QUESTION 4: MISCELLANEOUS**

**BUSINESS ENVIRONMENT**

4.1 Read the following scenario and answer the questions that follow:

Libuka Publishers

'Libuka Publishers' manufactures stationery and text books for schools. The Government expect the Publisher to comply with certain laws. Some threaten to stop to buy books at Libuku because Sibanyoni Books attract them. The workers also complain about not receiving extra payment for work on weekends and plans to join a Trade Union.

4.1.1 Identify THREE challenges of business environments mentioned in the scenario and classify each challenge according to the business environment and their extent of control.

**\*NOTE** – Draw the table below in the ANSWER BOOK to present your answer.

CHALLENGES	ENVIRONMENT	CONTROL

- 4.2 Briefly explain the inter-relation between the micro- (internal), market, macro-environments. (10)
- 4.3 Name any THREE sources of financing. (3)

**BUSINESS OPERATION**

- 4.4 Businesses use different methods to indicate the quality of a product. Discuss the following methods:
- 4.4.1 Trademarks (2)
- 4.4.2 Patents (2)
- 4.5 Advise the business about the purpose of stock management. (6)
- 4.6 Distinguish between quality control and quality assurance. (4)
- 4.7 List the FOUR organisational resources. (4)
- [40]**

**TOTAL SECTION B: 80****SECTION C****Answer ONE question from this section:****QUESTION 5: BUSINESS ENVIRONMENTS**

Woolworths donate their surplus clothing at the clothing bank, which is an informal sector business and which aim to create jobs for unemployed people.

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

- Explain what is informal sector.
  - Discuss the benefits of the informal sector.
  - Distinguish between the private sector and public sector.
  - Discuss how the following components in market environment influence the business
    - Consumer
    - Competitors
    - Suppliers
- [40]**

**QUESTION 6: BUSINESS OPERATIONS**

Purchasing department has to make sure that quality resources are used in production processes and that the quality of products is checked through regular testing and inspections.

- Explain the importance of quality to businesses.
- Outline quality indicators of the following business function.
  - Financial function
  - Production
  - General management
- Advise the business on any FIVE steps of purchasing procedure.

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