



KWAZULU-NATAL PROVINCE

EDUCATION  
REPUBLIC OF SOUTH AFRICA

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 10**



**BUSINESS STUDIES**

**COMMON TEST**

**MARCH 2022**

**MARKS: 100**

**DURATION: 1½ hours**

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

**INSTRUCTIONS AND INFORMATION.**

Read the following instructions carefully before answering the questions

1. This paper consists of **THREE** sections.

**SECTION A: COMPULSORY**

**SECTION B:** Consists of **THREE** questions answer any **TWO** questions in this section.

**SECTION C:** Consists of **TWO** questions. Answer any **ONE** of the two questions in the section.

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

3. Number answer correctly according the numbering system used in this question paper.

4. Except where other instructions are given, answers must be in full sentences.

5. Use the mark allocation and nature of each question to determine the length of an answer.

6. Use the table below as a guide for marks and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (Minutes)
A: Multiple choice questions and matching <b>COMPULSORY</b>	1	20	20
B: <b>THREE</b> Direct/Indirect questions. (Choose any <b>TWO</b> questions)	2	20	40
	3	20	
	4	20	
C: <b>TWO</b> essay questions. (choose any <b>ONE</b> of the <b>TWO</b> questions)	5	40	30
	6	40	
	<b>TOTAL:</b>	<b>100</b>	<b>90 minutes</b>

7. Begin the answer to **EACH** question in a **NEW** page, for example QUESTION 1- new page, QUESTION 2- new page, et cetera.

8. Write neatly and legibly.

**SECTION A: (COMPULSORY)****QUESTION 1: MULTIPLE CHOICES**

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 number (1.1.1 – 1.1.5) on the ANSWER BOOK, e.g., 1.1.6 A

1.1.1 The... sector deals with extraction of raw materials from nature

- A. tertiary
- B. primary
- C. natural
- D. secondary

1.1.2 The ...function ensures that production costs are accurately calculated.

- A. financial
- B. marketing
- C. production
- D. general management

1.1.3 The following is a component of market environment

- A. Intermediaries
- B. Organisational structure
- C. Goals
- D. Technology

1.1.4 The purpose of...Act is to promote a fair but competitive credit market.

- A. Labour Relations
- B. Consumer Protection
- C. Employment Equity
- D. National Credit

1.1.5 Tactical decisions are taken in the ... level of management.

- A. top
- B. lower
- C. middle
- D. working

**(5x2) (10)**

- 1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question number (1.2.1-1.2.5) in the ANSWER BOOK, E.G 1.2.6 K.

COLUMN A	COLUMN B
1.2.1 Human resources	A. are businesses that offer the same product as others
1.2.2 Competitors	B. is also called internal environment as it is concerned with all activities that are within the business
1.2.3 Micro environment	C. deals with human activities that improves morals of the society and government
1.2.4 Public Sector	D. is a general decrease in prices and increase in the value of money
1.2.5 Inflation	E. is also called external environment that deals with the vision of the business
	F. are businesses that offer similar products as other businesses and also targeting the same customers
	G. includes industries that are controlled by individuals in the local area
	H. is a general increase in prices and decrease in the value of money
	I. includes industries that are controlled by government.
	J. deals with recruiting the best candidate who can contribute effectively to the vision of the business.

(5x2) (10)

**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 5 on a NEW page, QUESTION 6 on a NEW page.

**QUESTION 2: BUSINESS ENVIRONMENTS**

2.1 State any THREE components of macro environment. (3)

2.2 Read the scenario below and answer the questions that follow.

**MABLE ELECTRICAL (ME)**

Mable Electrical specialises in electricity repairs and installation. ME service is appreciated by local customers as it is the best. ME keep their prices as low as possible.

2.2.1 Identify the sector under which ME operates. Support your answer by quoting from the scenario. (3)

2.2.2 Explain other TWO sectors excluding the one identified in QUESTION 2.2.1. (6)

2.3 Discuss the interrelationship between micro and market environments. (4)

2.4 Analyse reasons why competition pose challenges for the business. (4)

**[20]**

**QUESTION 3: BUSINESS OPERATIONS**

3.1 Outline THREE factors that influence the organisational structure. (3)

3.2 Identify the business functions applicable in EACH statements below:

3.2.1 The manager is responsible for shortlisting suitable candidates in the business. (2)

3.2.2 The departmental manager must quickly respond to any negative comments that may affect the image of the business. (2)

3.3 Read the scenario below and answer the questions that follow.

**EDWIN CARGOS (EC)**

Edwin Cargos specialises in the transportation of various type of goods. EC sometimes offer its services to clients who cannot afford immediate payments. These clients are given two months to pay for the services rendered.

3.3.1 Identify the type of payment applicable to EC. Support your answer by quoting from the scenario. (3)

3.3.2 State the Act that regulates the type of payment arrangement identified in QUESTION 3.3.1. (2)

3.4 Explain the purpose of purchasing function. (4)

3.5 Advise businesses on the purpose of Consumer Protection Act (CPA). (4)

**[20]**

**QUESTION 4: MISCELLANEOUS**

**BUSINESS ENVIRONMENT**

4.1 Elaborate on the meaning of the macro environment. (2)

4.2 Differentiate between formal and informal sectors. (4)

Use the table below as a guide to answer QUESTION 4.2

FORMAL SECTOR	INFORMAL SECTOR

4.3 Discuss the relationship between micro, market and macro environments. (4)

**BUSINESS OPERATIONS**

4.4 Explain methods of carrying out public relations. (6)

4.5 Discuss the responsibilities of credit providers. (4)

**[20]**



## SECTION C

Answer **ANY ONE** question in this section

**NOTE:** Clearly indicate the QUESTION NUMBER of each question chosen. the answer to question must start on a NEW page, e.g. QUESTION 7 on a new page, QUESTION 8 on a NEW page.

### QUESTION 5: BUSINESS ENVIRONMENTS (MICRO ENVIRONMENT)

Businesses must have a clear understanding of micro -environment including detail explanation of its components. Leaders and managers must ensure that employees are properly guided in the workplace. Managers also have an obligation to develop a organisational culture that matches the goals of the business.

Keeping in mind with the above statement, write an essay on the following aspects of micro environment:

- Elaborate on the meaning of the micro environment
- Explain the differences between leadership and management.
- Discuss the following components of micro environment
  - Vision, mission statement, goals and objectives
  - Organisational resources
- Advise the business on the purpose of the organisational culture as a component of the micro environment.

[40]

### QUESTION 6: BUSINESS OPERATIONS (BUSINESS FUNCTIONS)

Financial function is responsible for organising funds from reliable sources to keep the business operational. Different levels of management are responsible for specific decisions and tasks assigned to them. On the other hand, administration function must use modern technology to keep business information.

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

- Outline the purpose of the financial function.
- Discuss any FOUR sources of financing a business.
- Explain the THREE levels of management.
- Advise businesses on the activities of the administration function.

[40]

**TOTAL SECTION C: [40]**  
**GRAND TOTAL: [100]**