



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 11**

**NOVEMBER 2023**

**BUSINESS STUDIES P2**

**MARKS: 150**

**TIME: 2 hours**



This question paper consists of 9 pages.

**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)

- 1.3 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	<del>B</del> 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
	<del>G</del> document by which company is known by registration and name
	H obtained through logical, analytical problem-solving methods
	<del>I</del> planning tool that can be used to turn an idea into an action plan
	<del>J</del> businesses are able to trade in different countries

(5 x 2) (10)

**TOTAL SECTION A: 30**

**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. <i>Deliberate</i>	
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]**

**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 business 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 business on the functions of workplace forums.

[40]

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





