



SARAH BAARTMAN DISTRICT



MARKS: 100

TIME: 1 HOUR AND 30 MIN

INSTRUCTIONS:

1. This question paper consists of **3 SECTIONS:**

- Section A – **COMPULSORY**
- Section B – Choice questions (**Answer any TWO QUESTIONS of this section**)
- Section C – Choice questions (**Answer any ONE QUESTION of this section**)

2. Read the instructions of each question carefully before answering it.

3. Use the numbering system as it is indicated on the question paper.

4. Write in BLUE or BLACK ink.

5. Write neatly and legibly

SECTION A (MANDATORY)

QUESTION 1

1.1 Various options are provided as possible answers to the questions below provided. Choose the correct answer and write only the LETTER (A-D) next to the appropriate question number down. E.g. 1.1.1 – A

1.1.1 A plan of action taken by top management to achieve their vision.

- A. Mission statement
- B. Vision
- C. Strategy
- D. Objectives

1.1.2 The ... is an example of a civil society.

- A. Employers organisations
- B. Customers organisations
- C. Non-Government organisations (NGO's)
- D. Government organisations

1.1.3 Sive is responsible for the maintenance of the machinery to prevent "breakage". He is part of the...function.

- A. Human Resources
- B. Public Relations
- C. Purchase
- D. Production

1.1.4 Ensuring a fair selection procedure during selection is a quality indicator for the ...function.

- A. Marketing
- B. Human Resource
- C. Administration
- D. General Management

1.1.5 An official who brings individual persons' complaints against a company for investigation, is known as n...

- A. Ombudsman
- B. Best
- C. Regulator
- D. Commissioner of Oaths

(5x2) (10)

- 1.2 Complete the following statements by using the word in the list below. Just write the word next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK down.

Budget, Line organizational structure, Community base organisation, Micro environment, Borrowed capital, Public Relations

- 1.2.1 Businesses have full control over this environment.
1.2.2 Expect act as advisors to top and middle management.
1.2.3 Organisations aimed at making desired improvements to community's health, well-being and safety.
1.2.4 Deals with the promotion of good business image.
1.2.5 The type of capital that the owner obtains from the bank to pay it back with interest.

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(5x2) (10)

TOTAL SECTION A: [20]

SECTION B (Answer only TWO questions from this)

QUESTION 2: (BUSINESS ENVIRONMENT)

- 2.1 List THREE components of the microenvironment (3)
2.2 Read the below scenario and answer the questions that follow.

RAM DELIVERIES

RAM Delivery Services is a leading delivery company in South Africa. The Recent increases in interest rates have put financial pressure on the business.

In the last 3 months there have 3 other delivery companies who have the same customers as RAM Delivery services serve opened. RAM Delivery services had to also now hiring more drivers with a motorcycle license

Use the table below as **GUIDE** for answering Question 2.2.1 – 2.2.3. **DRAW THE TABLE IN YOUR ANSWER BOOK.** (3x3) (9)

Business Environment 2.2.1	Extent of Control 2.2.2	Motivate/Quote from the scenario

2.2.1 Identify the **THREE** business environments. (3)

2.2.2 State the extend of control that the business have over each environment indicated in Question 2.2.1 (3)

2.2.3 Motivate the challenge according to the three business environments in Question 2.2.1 by quoting from the scenario. (3)

2.3 Discuss the purpose of the organization structure. (4)

2.4 Explain the meaning of the following concepts in relation to microenvironment.

2.4.1 Vision

2.4.2 Mission Statement (4)

[20]

QUESTION 3: (BUSINESS OPERATIONS)

3.1 Identify the levels of management applicable in EACH statements below:

3.1.1 Sam's Hairdresser develops long-term goals, strategic plans and business policies.

3.1.2 Peter Pan takes medium-term tactical decisions. (2x2) (4)

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

ELVIS FURNITURES (EF)

Elvis Furnitures specialises in the manufacturing of office furniture. EF decided to buy more advanced technological machines to make furniture-making easy and faster. Employees enjoy using this machinery as it is user-friendly.

3.2.1 Identify the business function applicable to EF in the scenario above. (2)

3.2.2 Discuss the importance of the business function that was identified in QUESTION 3.3.1. (4)

3.3 Briefly distinguish between: DATA and INFORMATION (6)

DATA	INFORMATION

3.4 Outline the difference between management and leadership. (4)
[20]

QUESTION 4: (MISCELANEOUS)

4.1 Identify the PESTLE element in each of the statements below.

4.1.1 An increase in the interest rates, inflation rate.

4.1.2 New machinery and equipment developed to limit pollution.

4.1.3 The low levels of literacy of South African citizens

(3x2) (6)

4.2 Read the scenario below and answer the questions that follow:

Ms. Bhengu is considering various sources of capital to finance her business. Her first option is to borrow money from ABC-Bank and repay it over set period of time.

If she is lucky enough, she can also receive financial assistance from the government that she does not have to repay if her business benefits the community

4.2.1 Identify the TWO sources of capital from the above scenario. (2)

4.2.2 Ms Bhengu has never heard of Angel funding. Explain what Angel Funding is all about? (4)

4.3 Outline the purpose of the public relations function. (4)

4.4 Advise businesses on the importance of stock control. (2)

[20]

Total SECTION B: [40]

SECTION C (ANSWER only ONE question from this SECTION)

QUESTION 5: BUSINESS ENVIRONMENTS (MICRO & MARKET ENVIRONMENT)

A well-defined business culture is key for every business success. A clear understanding of the meaning and components of the market environment is essential for businesses. Competition is an aspect of the market environment that poses challenges to businesses.

Keeping in mind the above statement, write an essay on the following aspects:

- Outline the importance of a business organisational culture.
- Elaborate on the meaning of the market environment.
- Discuss FOUR components of the market environment.
- Suggest the reasons why competition poses a challenge to businesses.

[40]

QUESTION 6: BUSINESS OPERATIONS (THE CONCEPT OF QUALITY)

Businesses implement quality control and quality assurance to produce quality products. Some believe that there should be a correlation between management and the success of the business. Others argue that the general management function and financial function play an important role in improving the quality of products.

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

- Outline the importance of quality for businesses.
- Differentiate the differences between quality control and quality assurance.
- Discuss the quality indicators of the following business functions
 - Administration function
 - Financial function
- Advise businesses on the correlation between management and the success of business in achieving its objectives, strengths and weaknesses.

[40]

TOTAL SECTION C: [40]

GRAND TOTAL: [100]

Business Studies

Grade:10

SARAH BAARTMAN DISTRICT

Control Test

Memorandum

10 March 2025

Section A (Mandatory)

Question 1

(5x2) (10)

1.1.1 C – Strategy ✓✓

1.1.2 C – NGO ✓✓

1.1.3 D – Production ✓✓

1.1.4 B – Human Resources ✓✓

1.1.5 A – Ombudsman ✓✓

1.2 Just write the Word next to the question number.

(5x2) (10)

1.2.1 Micro – Environment ✓✓

1.2.2 Line organization structure ✓✓

1.2.3 Community-Based Organization ✓✓

1.2.4 Public Relations ✓✓

1.2.5 Borrowed Capital ✓✓

Section A [20]

Section B (Answer ANY TWO questions from this section)

Question 2: (Business Environment)

2.1 Vision ✓, Mission ✓, Objectives ✓, Strategy ✓, Organizational culture ✓,
Organizational resources ✓, Organizational structure ✓, Leadership and
Management ✓, Business functions ✓

(Any 3x1) (3)

2.2

Business environment	Degree of Control	Motivation/Quote from the case study
2.2.1 Micro ✓	Full Control ✓	RAM Delivery Services is a leading delivery company. ✓
2.2.2 Macro ✓	No Control ✓	The recent increases in interest rates have financial pressure on the company. ✓
2.2.3 Market ✓	Little Control ✓	In the past 3 months there have been 3 others delivery companies opened that has the same customers as RAM delivery services serve. ✓
(3x1) (3)	(3x1) (3)	(3x1) (3)

(3x3) (9)

2.3 Purpose of the organisational structure

- It shows who reports to whom and which department falls under which managers. ✓✓
- The structure shows the flow of instructions and feedback in the business. ✓✓

Any other relevant answer related to the purpose of the organizational structure

(Any 2x2) (4)

2.4.1 Vision

- Refer to a statement that explains what the business wants to achieve. ✓✓
- Answer the question: "Where do we go from here?" ✓✓
- The dream of the business and what they want to achieve in the future. ✓✓
- No businesses have a clear idea of what they want to achieve. ✓✓
- Any other relevant answer related to the meaning of the vision of a company.

(Any 1x2) (2)

2.4.2 Mission

- Is a statement that explains the business's reason for existence? ✓✓
- Enables businesses to develop strategies to achieve their vision. ✓✓

- Explains what the business is doing to achieve its vision. $\sqrt{\sqrt{\quad}}$
- Describe the purpose and basic activities of the business. $\sqrt{\sqrt{\quad}}$
- Any other relevant answer related to the meaning of a company's mission.

(Any 1x2) (2)

[20]

QUESTION 3: (BUSINESS ACTIVITIES)

3.1 Identify the levels of management that apply in EACH statement below:

3.1.1 Top level management $\sqrt{\sqrt{\quad}}$

3.1.2 Middle level management $\sqrt{\sqrt{\quad}}$

(2x2) (4)

3.2.1 Purchasing function $\sqrt{\sqrt{\quad}}$

(2x1) (2)

3.2.2

- The purchasing function plays an important role in the purchase of quality, raw materials and services for the company. $\sqrt{\sqrt{\quad}}$
- The purchasing function must be constantly on the lookout for suitable, new and better suppliers. $\sqrt{\sqrt{\quad}}$
- Stay in touch with other departments to determine the company's needs. $\sqrt{\sqrt{\quad}}$
- Negotiations for the best possible repayment agreement with suppliers. $\sqrt{\sqrt{\quad}}$
- Any other relevant answer related to the importance of the purchasing function.

(Any 2x2) (4)

3.3

DATA	INFORMATION
Refers to raw/unprocessed facts that can be found in statistics/graphs/ tables. $\sqrt{\quad}$	Refers to processed/analyzed data that conveys specific information and knowledge to management to make decisions. $\sqrt{\quad}$
Data must be processed before it can be used. $\sqrt{\quad}$	Information can be stored in boxes/ files/racks or on computers. $\sqrt{\quad}$
Data can be processed with or without the use of technology. $\sqrt{\quad}$	Most businesses use electronic devices such as USB sticks, external hard drives and CDs to store information. $\sqrt{\quad}$
Data can be collected from other business functions within the company. $\sqrt{\quad}$	It is important to ensure that information stored on computers or other electronic devices is also stored in a second way. $\sqrt{\quad}$

Any 3x1 (3)	Any 3x1 (3)	(6)
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3.4

MANAGEMENT	LEADERSHIP
Task oriented √√	Leaders inspire other people √√
Use instructional approach √√	Human oriented √√
Guides human behaviour √√	Use motivational approach √√
Managers ensure that tasks given to subordinates are completed √√	A leader does not have a management position. √√
Communicate through management functions, e.g. line function. √√	Communicate through interaction/behavior/vision/values/charisma. √√
Any 1x2 (2)	Any 1x2 (2)

(4)

[20]

QUESTION 4: (MISCELLANEOUS)

4.1 Identify the business function applicable to EF in the case study above.

4.1.1 Economic environment √√

4.1.2 Physical/Natural environment √√

4.1.3 Social, cultural and demographic environment √√

(3x2) (6)

4.2.1 Bank Loans and Grants √√

(2)

4.2.2

- Angel funding is money that wealthy entrepreneurs offer to other businesses for a share in that business. √√
- This is usually used at the start of a business and carries a high risk for the investor. √√

(2x2) (4)

4.3 Purpose of the public relations function

- The public relations function is responsible for keeping all stakeholders of the business happy. √√
- It ensures that there is good communication between the business and all its stakeholders: Businesses can sponsor community events. √√
- Prepare annual reports that review business activities and achievements. √√

Any other relevant answer related to the importance of the public relations function.

(Any 2x2) (4)

4.4 Importance of stock control

- Inventory control enables the business to determine the value/quantity of the inventory. $\sqrt{\sqrt{}}$
- Businesses can check the cost price and selling price of goods. $\sqrt{\sqrt{}}$
- Ensure that there is enough inventory to meet normal customer demand. $\sqrt{\sqrt{}}$
- Keep the correct inventory levels on hand. $\sqrt{\sqrt{}}$
- Any other relevant answer related to the importance of inventory control.

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(Any 2x2) (4)

[20]

TOTAL SECTION B: [40]

SECTION C (ANSWER ONLY ONE QUESTION FROM THIS SECTION)

QUESTION 5: BUSINESS ENVIRONMENTS (MICRO & MARKET ENVIRONMENT)

5.1 Introduction

- Organizational culture defines and distinguishes the business from others. $\sqrt{\sqrt{\quad}}$
- Businesses must interpret the meaning of the market environment so that they can use it to classify the challenges they face. $\sqrt{\sqrt{\quad}}$
- Market environment help businesses detect challenges and respond effectively to them. $\sqrt{\sqrt{\quad}}$
- Competition is where businesses sell products to similar or the same customers in the same area. $\sqrt{\sqrt{\quad}}$
- Any other relevant introduction related to the importance of an organizational culture/meaning of market environment/components of market environment/ reasons why competition poses a challenge to the business.

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(Any 1x2) (2)

5.2 Importance/purpose of an organizational culture

- The purpose of an organizational culture is to define the business's internal and external identity and core values. $\sqrt{\sqrt{\quad}}$
- A strong business culture has the power to transform employees into ambassadors of the business. $\sqrt{\sqrt{\quad}}$
- It helps businesses retain their employees and customers. It breaks down boundaries between teams, guides decision-making, and improves productivity. $\sqrt{\sqrt{\quad}}$
- This promotes employee commitment and loyalty to the business. $\sqrt{\sqrt{\quad}}$
- Any other relevant answer related to the importance/purpose of organizational culture.

(2x2) (4)

5.3 Significance of the market environment

- The market environment refers to the immediate external component that directly influences the ability of the business to operate, for the business to be successful it must be able to influence the components of this environment. $\sqrt{\sqrt{\quad}}$
- The market environment is also known as the operating environment and is immediately outside the micro environment. $\sqrt{\sqrt{\quad}}$
- The market environment has a major impact on business operations because it includes customers who drive sales in the business. $\sqrt{\sqrt{\quad}}$
- It includes customers, competitors, intermediaries, etc. as its components. $\sqrt{\sqrt{\quad}}$

- Any other relevant answer related to the meaning of the market environment. (2x2) (4)

5.4 Components of the Market Environment

5.4.1 Consumers $\checkmark\checkmark$

- Customers/buyers are the final users of the products/services. $\checkmark\checkmark$
- A consumer who buys products or services from a business is that business's customer. $\checkmark\checkmark$
- Any other relevant answer related to the definition of consumers as a component of Market Environment



Component (2)

Explanation (2)

Total (4)

5.4.2 Suppliers $\checkmark\checkmark$

- Suppliers provide that raw material, transportation and other services to the business. $\checkmark\checkmark$
- The resources that suppliers demonstrate include machinery, computer equipment, packaging materials. $\checkmark\checkmark$
- Any other relevant answer related to the definition of suppliers as a component of Market Environment.

Component (2)

Explanation (2)

Total (4)

5.4.3 Competitors $\checkmark\checkmark$

- Competitors refer to the businesses that sell a similar product to the same target market. $\checkmark\checkmark$
- Businesses must keep a close eye on their competitors to be successful in business. $\checkmark\checkmark$
- Any other relevant answer related to the definition of competitors as a component of Market Environment.

Component (2)

Explanation (2)

Total (4)

5.4.4 Regulator $\checkmark\checkmark$

- Regulators are responsible for making laws that will keep business operations binding. $\checkmark\checkmark$
- The laws are put in place to ensure that everyone has free and fair trade. $\checkmark\checkmark$
- Any other relevant answer related to the definition of regulator as a component of Market Environment.

Component (2)
Explanation (2)
Total (4)

5.4.5 Trade unions ✓✓

- Unions play a major role in controlling and defining fair labour practices. ✓✓
- They are responsible for assisting employees during times of salary negotiations. ✓✓
- Any other relevant answer related to the definition of trade unions as a component of Market Environment.

Component (2)
Explanation (2)
Total (4)

5.4.6 Intermediaries ✓✓

- Intermediaries are also known as the link between the business environments, namely micro and macro. ✓✓
- Intermediaries often make it easier for consumers to access the goods they need. ✓✓
- Any other relevant answer related to the definition of trade unions as a component of Market Environment.

Component (2)
Explanation (2)
Total (4)

5.4.7 Non-governmental organization ✓✓

- Refer to community-based organizations that help address some of the socio-economic issues that affect businesses. ✓✓
- They form part of the market environment because they provide consumer goods and services. ✓✓
- Any other relevant answer related to the definition of trade unions as a component of Market Environment.

Component (2)
Explanation (2)
Total (4)

NOTE: Mark only the first FOUR (4).

Maximum (4x4) (16)

5.5 Reasons why competition poses a challenge to businesses

- Competitors may produce substitute goods/services which may lead to a decrease in demand for the product/service offered by the business. ✓✓
- Competitors may take a - larger share of the target market which may lead to a decrease in sales. ✓✓

- Competitors offering products at a cheaper price can force businesses to sell at a loss. ✓✓
- Businesses spend a lot of money on advertising which takes away from business profits. ✓✓
- High demand for salaries can cause other employees to leave the business. ✓✓

(2x2) (4)

5.6 Conclusion

- Organizational culture helps businesses have a good profile that can attract customers and potential funders. ✓✓
- Failure to analyze the meaning of the domestic environment can lead to businesses not being able to compete with others and losing profits. ✓✓
- Competition forces businesses to maximize their potential and this benefits customers because they ultimately receive excellent service from businesses. ✓✓

(Any 1 x2) (2)

[40]

QUESTION 6: BUSINESS ACTIVITIES (CONCEPT OF QUALITY)

6.1 Introduction

- Quality benefits businesses in many ways including ensuring total customer satisfaction. $\sqrt{\sqrt{\quad}}$
- Understanding the differences between quality control and quality assurance helps businesses plan properly. $\sqrt{\sqrt{\quad}}$
- Any other relevant introduction related to differences between quality control and quality assurance/importance of quality.

(Any 1x2) (2)

6.2 Importance of quality in businesses

- Efficient customer service is provided, leading to increased customer satisfaction. $\sqrt{\sqrt{\quad}}$
- Time and resources are used efficiently. Productivity - increases through proper time management. Vision/Mission/Business goals can be achieved. $\sqrt{\sqrt{\quad}}$
- Any other relevant answer related to the importance of quality for businesses.

(Any 2x2) (4)

6.3 Differences between quality control and quality assurance

Quality control	Quality assurance
Inspection of the final product to ensure that it meets the required standards. $\sqrt{\sqrt{\quad}}$	Performed during and after the production process to ensure that it meets required standards at every stage of the process. $\sqrt{\sqrt{\quad}}$
Includes setting targets/measuring performance and taking corrective measures. $\sqrt{\sqrt{\quad}}$	Ensure that every process is aimed at getting the product right the first time and prevents mistakes from happening again. $\sqrt{\sqrt{\quad}}$
Any 1 x 2 (2)	Any 1 x 2 (2)

(2x2) (4)

6.4 Quality indicators for administration and financial functions

6.4.1 Administration function

- Use modern technology effectively. $\sqrt{\sqrt{\quad}}$
- All systems and processes documented. $\sqrt{\sqrt{\quad}}$
- Easy to remember / information / documentation $\sqrt{\sqrt{\quad}}$
- Handle complaints quickly and efficiently. $\sqrt{\sqrt{\quad}}$
- Fast and reliable data capture and processing systems. $\sqrt{\sqrt{\quad}}$
- Make relevant information available for quick decision-making. $\sqrt{\sqrt{\quad}}$

(Any 4 x 2) (8)

6.4.2 Financial function

- Ensure a healthy cash flow by ensuring payments are made on time. $\sqrt{\sqrt{}}$
 - Effective management of cash through cash budgeting processes. $\sqrt{\sqrt{}}$
 - Financial records are kept up to date. $\sqrt{\sqrt{}}$
 - Accountability through tight financial processes. $\sqrt{\sqrt{}}$
 - Negotiate better interest rates in order to keep financial costs low. $\sqrt{\sqrt{}}$
 - Prepare accurate financial statements on a timely and regular basis. $\sqrt{\sqrt{}}$
- (Any 4 x 2) (8)

Maximum [16]

6.5 Correlation between management and the success of businesses in achieving their goals, strengths and weaknesses.

- Poor management can lead to ineffective employees and lost productivity.
- Experience is needed to make the right decisions. $\sqrt{\sqrt{}}$
- Education leads to higher quality of performance. $\sqrt{\sqrt{}}$
- Quality decisions and performance contribute to the achievement of business goals. $\sqrt{\sqrt{}}$
- Any other relevant answer related to the correlation between management and success of the business in achieving its goals, strengths and weaknesses

(Any 2 x 2) (4)

6.5 Conclusion

- Producing quality products can lead to minimal competition as most customers prefer quality products and services. $\sqrt{\sqrt{}}$
- Businesses are expected to successfully implement quality control and quality assurance processes so that the production of quality products and services is sustained. $\sqrt{\sqrt{}}$
- Successful execution of administration and financial functions can contribute to the success of the business. $\sqrt{\sqrt{}}$

(Any 1 x 2) (2)

[40]