



education

Department:
Education
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

PROVINCIAL ASSESSMENT

GRADE 10

BUSINESS STUDIES
CONTROLLED TEST
MARCH 2025

MARKS: 100

TIME: 1 HOUR 30 MINUTES

This question paper consists of 07 pages.

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

Note that ONLY the first TWO questions in SECTION B and the FIRST question in SECTION C will be marked.

4. 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.
5. Except where other instructions are given, answers must be written in full sentences.
6. Use the mark allocation and nature of each question to determine the length and depth of an answer.
7. Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	1	20	15
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	2	20	45
	3	20	
		20	
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	
TOTAL		100	90

8. Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
9. You may use a non-programmable calculator.
10. 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 your notebook, for example, 1.1.6 D.

1.1.1 The business manager has full control over the components of the ... environment

- A micro
- B market
- C formal
- D macro

1.1.2 The Act requires businesses to provide detail information about their products

- A National Credit Act, 2005 (Act 34 of 2005)
- B Broad Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
- C Consumer Protection Act, 2008 (Act 68 of 2008)
- D Basic Conditions of Employment Act, 1997 (Act 75 of 1997)

1.1.3 The role of trade unions is to ...

- A give the business a competitive advantage.
- B implement rules to ensure fair business practice.
- C they are concerned about the well-being of their members in the work environment.
- D provide guidelines on how to run a business ethically and responsibly

1.1.4 An increase in interest rates is an example of ... environment

- A physical
- B economic
- C micro
- D political

1.1.5 The basic tasks of management are...

- A production and stock taking
- B motivation and communication
- C leading and communication
- D planning and organising

(5x2) (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.

satisfaction; intermediaries; quality control; legal; purchasing;
quality assurance; public relations; political; supplier; satisfy

1.2.1 Businesses are affected by the ... factor of the macro environment when the government passes laws and regulations

1.2.2 Wholesalers and retailers serves as ... to bridge the gap between producers and consumers

1.2.3 The ... function ensures that existing customers remain loyal.

1.2.4 Inspecting the final product to ensure that it meets the required standards is known as ...

1.2.5 Quality is the ability of a product or service to ... customer's need.

(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 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1 Name TWO types of organisational resources. (2)
- 2.2 Elaborate on the meaning of the *macro-environment*. (4)
- 2.3 Explain competitors as a component of the market environment. (6)
- 2.4 Identify the components of the micro-environment represented in EACH of the statements below:
- 2.4.1 Long term objectives of what the business wants to achieve (2)
- 2.4.2 A hierarchy to that shows the position of management, the departments and its employees. (2)
- 2.5 Advise businesses on the reason why technological environment poses a challenge to the business. (4)

[20]

QUESTION 3: BUSINESS OPERATIONS

- 3.1 Name two types of capital. (2)
- 3.2 Outline the purpose of the financial function. (4)
- 3.3 Read the scenario below and answer the questions that follow.

Bright Path Consulting (BPC)

Fatima has been appointed as the office secretary at Bright Path Consulting. In her role, she ensures that accurate and reliable information is readily available to support effective decision-making. She also utilizes electronic tools and software to efficiently manage various administrative tasks.

- 3.3.1 Identify the activities of the administration function from the scenario above.
Motivate your answer by quoting from the scenario



Use the table below as a GUIDE to answer QUESTION 3.3.1. (6)

ACTIVITIES OF THE ADMINISTRATION FUNCTION	MOTIVATIONS
1.	
2.	

3.4 Discuss the importance of quality for businesses. (4)

3.5 Advise businesses on the responsibilities of top management. (4)

[20]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name TWO components of the macro-environment. (2)

4.2 Outline consumers as a component of the market environment. (4)

4.3 Explain legal/political environment as a component of the macro-environment. (4)

BUSINESS OPERATIONS

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

HUSSEIN BUIDERS LTD (HBL)

Hussein Builders Ltd allows their customers to buy their products on credit. The management of HBL does not discriminate against customers. HBL ensures that they promote consumer safety by protecting customers from hazardous products and services. They also ensure that all contracts are written in plain and understandable language.

4.4.1 Quote TWO consumer rights according to the National Credit Act from the scenario above. (2)

4.4.2 Discuss the purpose of the National Credit Act. (4)

4.5 Suggest quality indicators of the human resources function. (4)

[20]

TOTAL SECTION B: 40

SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH 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 ENVIRONMENTS (MICRO ENVIRONMENT)

The success of a business is influenced by clear a vision and mission statements. Businesses must be able to identify the components of the micro-environment. They should also ensure that their organisational culture and organisational structure enables businesses to achieve objectives. Businesses must know the inter-relationship between the micro, market and macro environments.

Write an essay on the business environment in which you include the following aspects:

- Outline the purpose/importance of a business organisational structure.
- Explain the following components of the micro-environment:
 - Mission statement
 - Objectives
 - Vision
- Discuss the purpose of the organisational culture.
- Advise businesses on the relationship between the micro, market and macro environments.

[40]

QUESTION 6: BUSINESS OPERATIONS (BUSINESS FUNCTIONS)

Purchasing function plays an important role in ensuring that raw materials are available at all times. Businesses should know activities of purchasing function to prevent stoppages during production process. Sometimes businesses are forced to buy raw materials on credit due to financial constraints and are being prevented by the Consumer Protection Act.

Write an essay on the purchasing function in which you include the following aspects:

- Outline the differences between cash and credit payment.
- Explain any FIVE steps of the purchasing procedure.
- Discuss the purpose of the purchasing function.
- Advise businesses on the impact of the Consumer Protection Act on businesses.

[40]

TOTAL SECTION C: 40

GRAND TOTAL: 100



education

Department:
Education
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 10

BUSINESS STUDIES
CONTROL TEST

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MARKING GUIDELINE

MARKS: 100

TIME: 1 HOUR 30 MINUTES

This marking guideline consists of 21 pages.

NOTES TO THE MARKERS

PREAMBLE

The notes to markers are provided for quality assurance purposes to ensure the following:

- (a) Fairness, consistency and reliability in the standard of marking
- (b) Facilitate the moderation of candidates' scripts at the different levels
- (c) Streamline the marking process considering the broad spectrum of markers across the country
- (d) Implement appropriate measures in the teaching, learning and assessment of the subject at schools/institutions of learning

1. For marking and moderation purposes, the following colours are recommended:

Marker:	Red
DH:	Green
LEO/Cluster moderator:	Orange
Provincial moderator:	Pink
	Brown

2. Candidates' responses must be in full sentences for SECTIONS B and C. However, this would depend on the nature of the question.
3. A comprehensive marking guideline has been provided but this is by no means exhaustive. Due consideration should be given to an answer that is correct but:
 - Uses a different expression from that which appears in the marking guideline
 - Comes from another credible source
 - Original
 - A different approach is used**NOTE: There is only ONE correct answer in SECTION A.**
4. Take note of other relevant answers provided by candidates and allocate marks accordingly. (In cases where the answer is unclear or indicates some understanding, part-marks should be awarded, for example, one mark instead of the maximum of two marks.)
5. The word 'Sub-max' is used to facilitate the allocation of marks within a question or sub-question.
6. The purpose of circling marks (guided by 'max' in the breakdown of marks) on the right-hand side is to ensure consistency and accuracy in the marking of scripts as well as for calculation and moderation purposes.
7. Subtotals to questions must be written in the right-hand margin. Circle the subtotals as indicated by the allocation of marks. This must be guided by 'max' in the marking guidelines. Only the total for each question should appear in the left-hand margin next to the appropriate question number.

8. In an indirect question, the theory as well as the response must be relevant and related to the question.
9. Correct numbering of answers to questions or sub questions is recommended in SECTIONS A and B. However, if the numbering is incorrect, follow the sequence of the candidate's responses. Candidates will be penalised if the latter is not clear
10. No additional credit must be given for repetition of facts. Indicate with an 'R'.
11. The differentiation between 'evaluate' and 'critically evaluate' can be explained as follows:
- 11.1 When 'evaluate' is used, candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance, e.g. Positive: 'The autocratic leadership style provides strong leadership ✓ which makes new employees feel confident and safe' ✓.
- 11.2 When 'critically evaluate' is used, candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance. In this instance candidates are also expected to support their responses with more depth, e.g. 'The autocratic leadership style provides strong leadership ✓ which makes new employees feel confident and safe ✓, as expectations/roles are clearly explained to avoid confusion' ✓.
- NOTE: 1. The above could apply to 'analyse' as well.
2. Note the placing of the tick (✓) in the allocation of marks.
12. The allocation of marks must be informed by the nature of the question, cognitive verb used, mark allocation in the marking guideline and the context of each question.
- Cognitive verbs, such as:
- 12.1 Advise, name, state, outline, motivate, recommend, suggest, (list not exhaustive) do not usually require much depth in candidates' responses. Therefore, the mark allocation for each statement/answer appears at the end.
- 12.2 Define, describe, explain, discuss, elaborate, distinguish, differentiate, compare, tabulate, analyse, evaluate, critically evaluate (list not exhaustive) require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessing is conducted according to established norms so that uniformity, consistency and fairness are achieved.
13. Mark only the FIRST answer where candidates offer more than one answer for SECTION B and C questions that require one answer.

SECTION B

14. If for example, FIVE facts are required, mark the candidate's FIRST FIVE responses and ignore the rest of the responses. Indicate by drawing a line across the unmarked portion.



NOTE: 1. This applies only to questions where the number of facts is specified.
 2. The above also applies to responses in SECTION C (where applicable)

14.2 If two facts are written in one sentence, award the candidate FULL credit. Point 14.1 above still applies.

14.3 If candidates are required to provide their own examples/views, brainstorm this at the marking centre to finalise alternative answers and consult with the Internal Moderator at the province for approval.

14.4 Use of the cognitive verbs and allocation of marks:

14.4.1 If the number of facts are specified, questions that require candidates to 'describe/discuss/explain' may be marked as follows:

- Fact 2 marks (or as indicated in the marking guidelines)
- Explanation 1 mark (two marks will be allocated in Section C)

The 'fact' and 'explanation' are given separately in the marking guideline to facilitate mark allocation.

14.4.2 If the number of facts required is not specified, the allocation of marks must be informed by the nature of the question and the maximum mark allocated in the marking guideline.

14.5 **ONE mark may be awarded for answers that are easy to recall, requires one word answers or is quoted directly from a scenario/case study. This applies to SECTIONS B and C in particular (where applicable).**

SECTION C

15.1 The breakdown of the mark allocation for the essays is as follows:

Introduction	Maximum: 32
Content	
Conclusion	
Insight	8
TOTAL	40

15.2 Insight consists of the following components:

Layout/Structure	Is there an introduction, paragraphs and a conclusion?	2
Analysis and	Is the candidate able to break down the question into	2

interpretation	headings/subheadings/interpret it correctly to show understanding of what is being asked? Marks to be allocated using this guide: All headings addressed: 1 (One 'A') Interpretation (16 to 32 marks): 1 (One 'A')	
Synthesis	Are there relevant decisions/facts/responses made based on the questions? Option 1 Only relevant facts: 2 marks (No '-S') Where a candidate answers 50% or more (two to four sub-questions) of the question with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis. Option 2 Some relevant facts: 1 mark (One '-S') Where a candidate answers less than 50% (only one sub-question) of the question with only OR some relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis. Option 3 Some relevant facts: 1 mark (One '-S') Where a candidate answers FOUR sub-questions, but one/two/three sub-questions with no relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis. Option 4 No relevant facts: 0 mark (Two '-S') Where a candidate answers less than 50% (only one sub-question) of the questions with no relevant facts; two '-S' appears in the left margin. Award a ZERO mark for synthesis.	2
Originality	Is there evidence of one or two examples TWO of the four sub-questions, not older than two (2) years, that are based on recent information, current trends and developments?	
TOTAL FOR INSIGHT: 8 TOTAL MARKS FOR FACTS: 32 TOTAL MARKS FOR ESSAY (8 + 32): 40		

- NOTE:**
1. **No marks will be awarded for contents repeated from the introduction and conclusion.**
 2. **The candidate forfeits marks for layout if the words INTRODUCTION and CONCLUSION are not stated.**
 3. **No marks will be awarded for layout, if the headings INTRODUCTION and CONCLUSION are not supported by an explanation.**

15.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, -S and/or O').

- 15.4 The breakdown of marks is indicated at the end of the suggested answer/ marking guideline to each question.
- 15.5 Mark all relevant facts until the SUB MAX/MAX mark in a subsection has been attained. Write SUB MAX/MAX after maximum marks have been obtained, but continue reading for originality "O".
- 15.6 At the end of each essay indicate the allocation of marks for facts and marks for insight as follows: (L – Layout, A – Analysis, S – Synthesis, O – Originality) as in the table below.

CONTENT	MARKS
Facts	32 (max.)
L	2
A	2
S	2
O	2
TOTAL	40

- 15.7 When awarding marks for facts, take note of the sub-maxima indicated, especially if candidates do not make use of the same subheadings. Remember, headings and subheadings are encouraged and contribute to insight (structuring/logical flow/sequencing) and indicate clarity of thought. (See MARK BREAKDOWN at the end of each question.)
- 15.8 If the candidate identifies/interprets the question INCORRECTLY, then he/she may still obtain marks for layout.
- 15.9 If a different approach is used by candidates, ensure that the answers are assessed according to the mark allocation/subheadings as indicated in the marking guideline.
- 15.10 15.10.1 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.
 15.10.2 With effect from November 2015, the TWO marks will not necessarily appear at the end of each completed sentence. The ticks (√) will be separated and indicated next to each fact, e.g. 'Product development is a growth strategy √, where businesses aim to introduce new products into existing markets.'√
 This will be informed by the nature and context of the question, as well as the cognitive verb used.
- 15.11 With effect from November 2017, the maximum of TWO (2) marks for facts shown as headings in the marking guidelines, will not necessarily apply to each question. This would also depend on the nature of the question.

SECTION A

QUESTION 1 (COMPULSORY)

1.1

- 1.1.1 A✓✓
- 1.1.2 C✓✓
- 1.1.3 C✓✓
- 1.1.4 B✓✓
- 1.1.5 D✓✓

(5X2) (10)

1.2

- 1.2.1 Legal✓✓
- 1.2.2 Intermediaries ✓✓
- 1.2.3 Public Relations✓✓
- 1.2.4 Quality control✓✓
- 1.2.5 Satisfy ✓✓

(5X2) (10)

TOTAL SECTION A: 20

BREAKDOWN OF MARKS

QUESTION 1	MARKS
1.1	10
1.2	10
TOTAL	20

SECTION B

Mark the answers to the **FIRST TWO** questions only.

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Types of organisational resources

- Physical resources/operating resources ✓
- Financial resources ✓
- Human resources (People) ✓
- Information & Technological resources ✓

NOTE: Mark the first TWO(2) only

(2x1) (2)

2.2 Meaning of the macro environment/External environment

- This is the environment that is located outside ✓ the business. ✓
- The business cannot control this environment ✓ but it can influence it. ✓
- It is also known as the external environment. ✓
- The macro environment is always developing ✓ and changing. ✓
- Businesses have no control over this environment ✓ as it poses challenges to businesses. ✓
- Any other relevant answer related to the meaning of the macro environment/external environment

Max (4)

2.3 Competitors as a component of the market environment

- Competitors are all businesses that provide similar products or services ✓ for more or less the same target market. ✓
- Businesses also compete with other businesses ✓ for skilled employees/raw material/equipment/finance etc. ✓
- Competition also comes from businesses that produce possible substitute goods. ✓
- Competition is influenced by the following Porter's Five Forces model:
 - o New entrants to the market ✓
 - o Power of suppliers ✓
 - o Power of consumers ✓
 - o Threats of substitute products/services ✓
 - o Competitive rivalry. ✓
- Competition is beneficial to customers ✓ because it keeps prices down. ✓
- Competition also promotes innovation and encourages businesses ✓ to be more productive. ✓
- Any other relevant answer related to competitors as a component of the market environment

Max (6)

2.4 Components of the micro-environment

2.4.1 Goals ✓✓

(2)

2.4.2 Organisational Structure ✓✓

(2)

Max (4)

2.5 **Reasons why the technological environment poses a challenge to the business**



- Many businesses may not be able to succeed without internet connectivity. ✓✓
- The availability of online shopping decreased the demand for some products from conventional street stores and service businesses. ✓✓
- IT systems can be hacked by fraudsters. ✓✓
- Any other relevant answer related to the reasons why the technological environment poses a challenge to the business

Max (4)
 [20]

BREAKDOWN OF MARKS

QUESTION 2	MARKS
2.1	2
2.2	6
2.3.1	2
2.3.2	2
2.4	4
2.5	4
TOTAL	20



QUESTION 3: BUSINESS ROLES

3.1 **Types of capital**

- Fixed capital ✓
- Working capital ✓
- Own capital ✓
- Borrowed capital ✓

NOTE: Mark the first Two (2) only.

(2x1) (2)

3.2 **Purpose of the financial function**

- The financial function determines how much capital the business needs. ✓✓
- Establishes the sources for acquiring the capital. ✓✓
- Decides how to invest/allocate the capital funds in the business. ✓✓
- Ensures that the business can generate enough income to cover the cost of raising capital. ✓✓
- Prepare financial statements to present to the bank/investors to convince them that the business is financially healthy. ✓✓
- Any other relevant answer related to the purpose of the financial function.

Max (4)

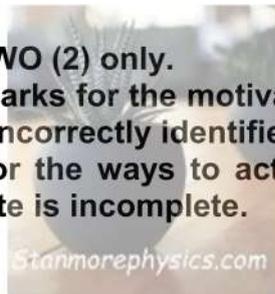
3.3 **Activities of the administration function from the scenario**

3.3.1

ACTIVITIES OF THE ADMINISTRATION FUNCTION	MOTIVATIONS
1. Collection of information√√	In her role, she ensures that accurate and reliable information is readily available to support effective decision-making√
2. Information Technology√√	She also utilizes electronic tools and software to efficiently manage various administrative tasks. √
Sub max (4)	Sub max (2)

NOTE:

1. Mark the first TWO (2) only.
2. Do not award marks for the motivation if activities of the administration function were incorrectly identified.
3. Award marks for the ways to activities of the administration function even if the quote is incomplete.



Max (6)

3.4 **Importance of quality for businesses**

- It enables businesses to have a good reputation√ and promotes brand awareness.√
- Customers associate image of the business√ with quality of the product. √
- Quality products increase sales, profits, business growth√ and attract prospective investors. √
- Businesses gain goodwill√ and support from the community. √
- Any other relevant answer related to the importance of quality for businesses

(2 x 2) (4)

3.5 **Top Management**

- Reports to a board of directors/advisory board. √√
- Takes long term strategic decisions. √√
- Responsible for directing, controlling and managing risks. √√
- Determines the vision/mission/objectives/strategy of the business. √√
- Act of getting people together to accomplish certain goals. √√
- Oversees the activities of the other functions so that the business can achieve its objectives. √√
- Any other relevant answer related to the responsibilities of top level management.

**Max (4)
[20]**



BREAKDOWN OF MARKS	
QUESTION 3	MARKS
3.1	2
3.2	4
3.3.1	6
3.4	4
3.5	4
TOTAL	20

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Components of the macro-environment

- Physical/Natural environment ✓
- Economic environment ✓
- Social, cultural and demographic environment ✓
- Technological environment ✓
- Legal environment and political environment ✓
- International /Global environment ✓
- Institutional environment ✓

NOTE: Mark the first TWO (2) only.

(2x1) (2)

4.2 The market (Customers/Customers)

- The market refers to all the people who have money to buy goods and services. ✓✓
- These people are known as consumers or customers. ✓✓
- Customers are the buyers of products and services offered by businesses. ✓✓
- Their spending decision is influenced by cultural, social, personal and psychological factors. ✓✓
- Businesses should understand their customers' needs and wants in order to build a good relationship with them. ✓✓
- The more customers the business has the more money they have flowing through the business. ✓✓
- The government is also a customer as it buys goods/services from businesses through contracts and tenders. ✓✓
- Any other relevant answer related to the market (Customers/Customers) as a component of the market environment.

Max (4)

BUSINESS OPERATIONS

4.3 Legal/Political environment as a component of the macro-environment

- Employs a large number of consumers. ✓
- Consists of the legislation that has been passed. ✓
- The government plays a large role in the development of policies and legal frameworks. ✓



- The legal system through the courts, ✓ has power to oversee: employment, tax, trade mark rights, patent rights, intellectual property. ✓
- Any other relevant answer related to the legal/political component of the macro- environment

Max (4)

4.4 Consumer rights according to the National Credit Act from the scenario

- 4.4.1
- "The management of HBL does not discriminate against customers." ✓
 - "They also ensure that all contracts are written in plain and understandable language." ✓

4.4.2 Purpose of the NCA

- Promotes the development of a credit market ✓ that is accessible to all South Africans. ✓
- Encourage responsible buying. ✓
- Avoidance of over-indebtedness ✓ and fulfilment of credit providers and consumers. ✓
- Address and correct imbalances in negotiating power ✓ between consumers and credit providers.
- Discourage reckless credit granting ✓ by credit providers. ✓
- Educate consumers on making the right choice ✓ when applying for credit. ✓
- It gives guidelines within which the different kinds of credit transactions must take place ✓ in South Africa. ✓
- Any other relevant answer related to the purpose of the NCA.

Max (4)

4.5 Quality indicators of the human resources function

- Low rate of staff turnover in the business. ✓✓
- Maintain a healthy relationship between employees and employer. ✓✓
- Provide good working conditions. ✓✓
- Motivate and reward employees. ✓✓
- Makes sure there is a good recruitment policy that attracts best candidates. ✓✓
- Ensures fair and equitable selection process. ✓✓
- Fair remuneration packages that are aligned to the industry. ✓✓
- Offer performance incentives for staff to enhance productivity. ✓✓
- Good relationship with employees. ✓✓
- Ensure that employee understand the goals and objectives of the business. ✓✓
- Understand the inter-relatedness of different departments. ✓✓
- Any other relevant answer related to the quality indicators of the human resources function

**(4 x 1) (4)
[20]**



BREAKDOWN OF MARKS

QUESTION 4	MARKS
4.1	2
4.2	4
4.3	4
4.4.1	2
4.4.2	4
4.5	4
TOTAL	20

TOTAL SECTION B [40]

SECTION C

Mark the answers to the **FIRST** question only.

QUESTION 5 BUSINESS ENVIRONMENTS (MICRO ENVIRONMENT)

5.1 Introduction

- Businesses do not operate in isolation as they are surrounded by challenges posed by the market and macro environment. ✓
- The profitability and success of businesses depend on the accurate identification of the elements of micro-environment. ✓
- The organisational culture is the way the company goes about doing business. ✓
- The vision/mission statement/goals/objectives provide guidelines on how businesses should go about doing things. ✓
- The success of the micro-environment depends on effective interaction of the market and macro environments. ✓
- Any other relevant introduction related to the micro-environment / vision/mission/statement/objective/organisational culture/inter-relationship between the business environments.

Any (2x1) (2)

5.2 Importance of business organisational structure

- It shows who report to whom and which department fall under which managers. ✓✓
- The structure shows the flow of instruction and feedback in the business. ✓✓
- Every business must be organised into a structure that show each person's task, the level of authority and responsibility. ✓✓
- It is the hierarchy to that shows the position of management, the departments and its employees. ✓✓
- Any other relevant answer related to the importance of business organisational structure

Max (6)

5.3 Components of the micro-environment

5.3.1 Mission statement

- A statement that explains the reason ✓ for the business existence. ✓
- Enables businesses to develop strategies ✓ to achieve their vision. ✓
- The answer to the question such as ✓ what businesses need to do to make a profit. ✓
- Explains what the business does ✓ to achieve its vision. ✓
- Gives clear direction on how the business ✓ intend to achieve its vision. ✓
- Describes the purpose and basic activities ✓ of the business. ✓
- Example 'To become a world-class communication company. ✓
- Any other relevant answer related to the mission statement as a component of a micro-environment.

Sub Max (6)

5.3.2 Objectives

- Short- term tasks/steps ✓ to reach goals. ✓
- Contain a deadline ✓ for achievement. ✓
- Explains how the goals of the business ✓ will be reached. ✓
- Explains targets and strategies ✓ that will help the business fulfil its mission. ✓
- The purpose of the business, ✓ for example, a business may have a primary objective
- of making a profit and a secondary objective of social upliftment. ✓
- Any other relevant answer related to objectives as a component of a microenvironment.

Sub Max (6)

5.3.3 Vision

- Refers to a statement that explains ✓ what a business aims to achieve. ✓
- Answer to the question: ✓ 'where are going from here?' ✓
- Sets out where the business needs to go ✓ to be successful. ✓
- The dream of the business ✓ and what it wants to achieve in future. ✓
- Gives businesses a clear idea ✓ of what they want to achieve. ✓
- The inspiring statement ✓ about what a business wants the future to look like. ✓
- Explains what a business aims to achieve ✓ taking into consideration its purpose. ✓
- Example 'To provide job opportunities for the local community. ✓
- Any other relevant answer related to the vision as a component of a microenvironment

Sub Max (6)

Max (18)

5.4 Purpose of the organisational culture

- It influences people's actions ✓ and attitudes. ✓
- The culture determines how things ✓ are done. ✓
- It is the "personality" ✓ of the business. ✓
- Shared understanding of how things are done ✓ in a business. ✓

- Any other relevant answer related to the purpose of the organisational culture

Max (8)

5.5 The relationship between micro, market and macro environments

- A change in the macro environment may cause a change in the micro environment which may in turn, create a change in the market environment e.g. an increase in the rate of interest may lead to an increase in the production cost which may reduce consumer spending. √√
- A change in the economic environment may lead to a change in the technological environment and the way in which people spend money. √√
- The legal, political and institutional environment has a large impact on other business environments e.g. politics and laws affect the economic environment. √√
- The business has full control over all elements/features of the micro environment. √√
- The business has less/little control over the market environment but it can influence it. √√
- The business has no control over the macro environment but it must develop strategies to adapt to the challenges that are posed by this environment. √√
- Any other relevant introduction related to the relationship between the micro, market and macro environments.

Max (12)

5.6 Conclusion

- The business has the power in the internal environment to control variables in order to remain sustainable. √√
- A good organisational culture will create a high employee morale. √√
- Businesses need to create and maintain strong relationships with their stakeholders in each business environment. √√
- Any other relevant conclusion related to the micro-environment /
- Vision/mission/statement/objective/organisational culture/ inter-relationship between the business environments.

**(1x2) 2
[40]**

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Importance of a business organisational structure.	8	
Describe the following components of the micro-environment <ul style="list-style-type: none"> ○ Mission statement ○ Objectives ○ Vision 	18	
Purpose of the organisational culture	8	
The relationship between the micro, market and macro environments.	12	
Conclusion	2	
INSIGHT		
Layout	2	8
Analysis, interpretation	2	
Synthesis	2	
Originality/Examples	2	
TOTAL MARKS		40

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if only some of the requirements are met.

Allocate 0 marks where requirements are not met at all.

QUESTION 6: BUSINESS OPERATIONS (BUSINESS FUNCTIONS)

6.1 Introduction



- The purchasing function plays an important role in buying quality raw materials and services for the business. ✓
- Correct purchasing procedures/processes to avoid unnecessary expenditures. ✓
- There are different methods of payment that businesses can utilise for their purchases. ✓
- The Consumer Protection Act was introduced to prevent consumers from exploitation by businesses. ✓
- Any other relevant introduction related to the purpose of the purchasing function/steps/cash/credit payment/impact of NCA on businesses.

Any (2x1) (2)

6.2 Differences between cash and credit payment

CASH PAYMENT	CREDIT PAYMENT
- Cash payment refers to all payments made by cash/cheque ✓ for business purchases. ✓	- Credit payment refers to all payments made by means of credit cards/on future date ✓ for business purchases. ✓
- Cash payment enables businesses to budget for stock purchases ✓ and avoid unnecessary delays. ✓	- Credit payment allows businesses to buy stock ✓ and pay on a future date. ✓
- Cash payers can qualify ✓ for cash discounts. ✓	- The credit payer can pay more for goods ✓ due to interest added on credit purchases. ✓
- Any other relevant answer related to cash payment	- Any other relevant answer related to credit payment.
Sub max (4)	Sub max (4)

NOTE:

1. The answer does not have to be in a tabular format
2. The distinction does not have to link, but must be clear.
3. Award a maximum of FOUR (4) marks if the distinction is not clear/Mark either cash payment or credit payment only.

Max (8)

6.3 Steps of the purchasing procedure

6.3.1 Determine the need for the product/requisition ✓✓

- Liaise with the financial department ✓ to establish the budget for the purchasing of goods and services. ✓
- Determine the product/material/resource needs ✓ of the businesses. ✓
- Find the right quality/ quantity of goods and services ✓ at the right price and at the right time. ✓
- Any other relevant answer related to determining the need for the

product/requisition.

Step of purchasing procedure (2)
Explanation (2)
Sub max (4)

6.3.2 **Determine the price of the product**√√

- Find the best price √ by obtaining quotes/tenders or making enquiries. √
- Any other relevant answer related to determining the price of the product.

Step of purchasing procedure (2)
Explanation (2)
Sub max (4)

6.3.3 **Select/Choose a suitable supplier**√√

- The purchasing department should choose√ reliable suppliers for its raw materials/products. √
- Evaluation criteria based on quality of raw material/ prices/delivery time should be used√ to select the best suitable supplier. √
- The purchasing department should conduct a thorough investigation√ about potential suppliers/their reputation and reliability. √
- Any other relevant answer related to choosing the supplier

Step of purchasing procedure
Explanation
Sub max (2)
 (2)
 (4)

6.3.4 **Place an order**√√

- The purchasing department should place an order in writing√ so that goods delivered can be compared with the order. √
- Confirm the prices of the products on order√ to avoid surprises when payments are made. √
- Any other relevant answer related to placing an order.

Step of purchasing procedure (2)
Explanation (2)
Sub max (4)

6.3.5 **Collect or receive the order**√√

- The purchasing department should ensure that the right orders√ are received and recorded.√
- The quality and quantity of stock received√ should be checked against the order.√
- The purchasing department should keep a copy√ of a delivery note for recordkeeping purposes. √
- Any other relevant answer related to the collection or receiving of the order.

Step of purchasing procedure (2)
Explanation (2)
Sub max (4)

6.3.6 Pay the supplier^{√√}



- Purchasing department instructs the financial department to pay the supplier[√] after delivery of the order.[√]
- The supplier must provide copies of the requisition form to the purchasing department.
- Purchasing department must provide a delivery note to the financial department.
- The supplier sends the invoice to the financial department for final payment after satisfactory delivery.
- Any other relevant answer related to paying the supplier

Step of purchasing procedure (2)

Explanation (2)

Sub max (4)

6.3.7 6.3.7 Distribution of stock^{√√}

- The purchasing department should ensure proper distribution of stock/raw materials[√] to all relevant departments.[√]
- Distribution of stock should be in line with prerequisite orders from each department[√] to avoid stock loss.[√]
- Any other relevant answer related to distribute stock.

Step of purchasing procedure (2)

Explanation (2)

Sub max (4)

6.3.8 Complete the order^{√√}

- Ensure that all the correct documentation is in place[√] and filed for future reference.[√]
- Any other relevant answer related to completing the order.

Step of purchasing procedure (2)

Explanation (2)

Sub max (4)

NOTE:

1 The steps/procedure can be in any order.

2 Mark only the first FOUR (4).

Max (16)

6.4 Purpose of the purchasing function

- Manage stock to ensure sufficient levels of stock to carry out business operations.^{√√}
- Continuously looking for the best/reputable suppliers.^{√√}
- Regular make contact with other business departments to determine their needs.^{√√}
- Send damaged goods back to the supplier and see to it that it is replaced.^{√√}
- Receive confirmation that all goods were according to specifications and the price invoiced as the quoted price.^{√√}
- Negotiate the best possible terms of payment with suppliers^{√√}
- Any other relevant answer related to the purpose of the purchasing function.

Max (10)

6.5 **Impact of the Consumer Protection Act on consumers**



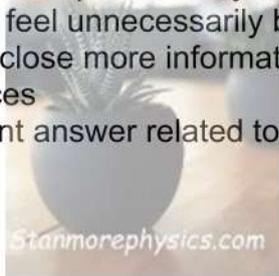
Positive/Advantages

- Businesses may be safeguarded from dishonest competitors
- Businesses may be protected if they are regarded as consumers
- Prevents larger businesses from undermining smaller ones.
- May gain consumer loyalty, if they comply with CPA.
- Enables businesses to resolve disputes fairly through the National Consumer Commission/Consumer Court/Industrial ombudsmen
- Businesses may build a good image if they ensure that they do not violate consumer rights.

AND/OR

Negatives/Disadvantages

- Confidential business information may become available to competitors.
- Penalties for non-compliance may be very high.
- Businesses may feel unnecessarily burdened by legal processes.
- They have to disclose more information about their products and processes/services
- Any other relevant answer related to the positive impact/advantages of CPA on businesses



Max (12)

6.6 **Conclusion**

- Businesses should keep sufficient stock available at all times to meet the demand of customers. √√
- Businesses should comply with the CPA to minimise its negative impact on their operations. √√
- The purchasing function needs to work closely with the financial function to decide whether to buy for cash or credit. √√
- Any other relevant conclusion related to the purpose of the purchasing function/steps/cash /credit payment/impact of CPA on businesses.

Any 1 x 2 (2)

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Purpose of the purchasing function	10	
FIVE steps of the purchasing procedure	16	
Distinction between cash payment and credit payment	8	
The impact of the Consumer Protection Act on businesses	12	
Conclusion	2	8
INSIGHT		
Layout	2	
Analysis, interpretation	2	
Synthesis	2	



Originality/Examples	2	
TOTAL MARKS		40

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if only some of the requirements are met.

Allocate 0 marks where requirements are not met at all.

TOTAL SECTION C:

40

GRAND TOTAL:

100

