

SMARTWIZ

GRADE11 BUSINESS STUDIES EXAM

MARKS: 100

TIME: 2 HOURS

SCHOOL _____

CLASS (eg. 4A) _____

SURNAME _____

NAME _____

MARKS	
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Instructions for Learners:

- Read all instructions carefully before you begin the exam.
- Write your full name and student number clearly on the answer sheet/book.
- Answer all questions unless otherwise instructed.
- Show all your work/calculations where necessary.
- Write neatly and clearly.
- Use only a blue or black pen. Do not use correction fluid or tape.
- Electronic devices (calculators, cell phones, etc.) are not allowed unless explicitly permitted.
- Raise your hand if you have any questions.
- Do not talk to other learners during the exam.
- Any form of cheating will result in immediate disqualification from the exam.

This exam consists of six pages, including the cover page.

SECTION A: MULTIPLE CHOICE & MATCHING ITEMS (20 MARKS)

Question 1: Multiple Choice ($10 \times 1 = 10$)

Circle the correct letter for each question.

1.1 A business that focuses on improving the lives of people while making a profit is a:

- A. Non-profit organisation
- B. Corporate social investment
- C. Social enterprise
- D. Sole trader

1.2 The process of gathering, recording, and analyzing data about competitors is known as:

- A. Risk analysis
- B. Market research
- C. SWOT analysis
- D. Competitor profiling

1.3 Which one of the following is NOT a function of management?

- A. Planning
- B. Financing
- C. Organising
- D. Leading

1.4 A business that sells shares to the public is known as:

- A. Private company
- B. Sole proprietorship
- C. Close corporation
- D. Public company

1.5 The abbreviation GDP stands for:

- A. General Domestic Product
- B. Gross Domestic Product
- C. Government Department Plan
- D. Group Development Plan

Question 2: Match the Column ($10 \times 1 = 10$)

Match **Column A** with **Column B**. Write the letter only.

Column A	Column B
2.1 Autocratic leader	A. Payment for using land
2.2 Inflation	B. Motivates through fear
2.3 Labour	C. Continuous rise in prices
2.4 Rent	D. Human resource
2.5 Vision statement	E. Describes long-term goals

Example: 2.1 – B

SECTION B: SHORT QUESTIONS (40 MARKS)

Question 3: Entrepreneurship (10 marks)

3.1 Define an entrepreneur. (2)

3.2 Name and explain any TWO qualities of a successful entrepreneur. (4)

3.3 Suggest TWO reasons why entrepreneurship is important in South Africa. (4)

Question 4: Business Functions (10 marks)

4.1 Identify the business function responsible for:

- (a) Hiring new employees
 - (b) Controlling the movement of goods in and out
 - (c) Promoting products
 - (d) Recording financial transactions
- (4 × 1 = 4)

4.2 List any THREE types of business environments. (3)

4.3 Explain the purpose of the financial function in a business. (3)

Question 5: Human Rights and Inclusivity (10 marks)

5.1 Define inclusivity in the workplace. (2)

5.2 List THREE human rights that must be upheld in a business. (3)

5.3 Explain TWO benefits of promoting inclusivity and diversity in the workplace. ($2 \times 2 = 4$)

Question 6: Business Operations (10 marks)

6.1 Study the visual below and answer the questions:



6.1.1 Identify two phases in the business cycle shown above. (2)

6.1.2 Explain how quality management can be applied at the "Output" stage. (3)

6.1.3 Suggest TWO ways businesses can ensure customer satisfaction. (2)

6.1.4 What is the purpose of the "Input" stage? (3)

SECTION C: ESSAY QUESTION (20 MARKS)

Question 7: Ethics and Corporate Social Responsibility (CSR)

Write an essay of approximately **250 words** in which you:

- Explain the concept of corporate social responsibility (CSR).
- Discuss **THREE** benefits of CSR for businesses.
- Provide **ONE** example of how a business in your community can implement CSR.
- Evaluate whether CSR can improve a company's public image.

Use logical paragraphs and link your ideas clearly.

END OF EXAM

TOTAL : 100



MEMO**SECTION A: MULTIPLE CHOICE & MATCHING (20 MARKS)****Question 1: Multiple Choice ($10 \times 1 = 10$)**

- 1.1 C ☒
- 1.2 B ☒
- 1.3 B ☒
- 1.4 D ☒
- 1.5 B ☒
- 1.6 A ☒
- 1.7 C ☒
- 1.8 A ☒
- 1.9 D ☒
- 1.10 B ☒

($10 \times 1 = 10$ marks)

Question 2: Match the Columns ($10 \times 1 = 10$)

- 2.1 – B ☒
- 2.2 – C ☒
- 2.3 – D ☒
- 2.4 – A ☒
- 2.5 – E ☒
- 2.6 – F (if applicable)
- 2.7 – H
- 2.8 – G
- 2.9 – I
- 2.10 – J

($10 \times 1 = 10$ marks)

SECTION B: SHORT QUESTIONS (40 MARKS)

Question 3: Entrepreneurship (10 marks)

3.1

- An entrepreneur is someone who starts, manages, and takes the risk of running a business to make a profit. (2)

3.2 Any TWO: (4)

- Creative – Thinks of unique ideas.
- Risk-taker – Takes calculated business risks.
- Determined – Doesn't give up easily.
- Visionary – Plans for the future.

3.3 Any TWO: (4)

- Reduces unemployment.
- Contributes to economic growth.
- Encourages innovation and competition.
- Helps develop new markets.

Question 4: Business Functions (10 marks)

4.1

- (a) Human Resources ☒
- (b) Logistics ☒
- (c) Marketing ☒
- (d) Financial ☒ ($4 \times 1 = 4$ marks)

4.2

- Micro environment
- Market environment
- Macro environment ($Any\ 3 \times 1 = 3$ marks)

4.3

- The financial function ensures proper budgeting, funding, and financial planning. It tracks income and expenses and supports decision-making. (3)

Question 5: Human Rights and Inclusivity (10 marks)

5.1

- Inclusivity means involving and treating all employees equally regardless of gender, race, disability, or background. (2)

5.2

Any THREE: (3)

- Right to equality
- Right to fair treatment
- Right to safety
- Right to dignity

5.3

Any TWO: ($2 \times 2 = 4$ marks)

- Enhances creativity and innovation
- Builds better employee relationships
- Attracts diverse talent
- Improves business reputation

Question 6: Business Operations (10 marks)

6.1.1

- Input, Processing, Output, Feedback (Any $2 \times 1 = 2$ marks)

6.1.2

- At the output stage, quality control is used to check final products, ensuring they meet required standards. (3)

6.1.3

- Provide excellent customer service
- Request and respond to customer feedback
- Deliver high-quality products (Any $2 \times 1 = 2$ marks)

6.1.4

- The purpose of the input stage is to gather resources (raw materials, labour, and capital) needed to produce goods or services. (3)
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SECTION C: ESSAY (20 MARKS)

Question 7: Corporate Social Responsibility

Mark allocation:

Criteria	Marks
Definition of CSR	4
THREE Benefits of CSR	6
ONE Community-Based CSR Example	4
Evaluation of CSR's impact on image	4
Structure, coherence, and language	2
Total	20

Sample Points:

- **CSR Definition:** CSR is when a business voluntarily takes steps to improve social and environmental well-being.
- **Benefits:** Improved reputation, employee motivation, customer loyalty, legal compliance, brand differentiation.
- **Example:** A local bakery donating surplus food to shelters.
- **Evaluation:** CSR can improve image, attract customers, but may incur short-term costs.

✓ **TOTAL: 100 MARKS**

MYST PATHWORKS