

# SMARTWIZ

## GRADE11 BUSINESS STUDIES EXAM

**MARKS: 100**

**TIME: 2 HOURS**

**SCHOOL** \_\_\_\_\_

**CLASS (eg. 4A)** \_\_\_\_\_

**SURNAME** \_\_\_\_\_

**NAME** \_\_\_\_\_

MARKS	

### 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 & VISUAL INTERPRETATION (20 MARKS)

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

Choose the correct option and write only the **letter** next to the question number.

1.1 The part of a SWOT analysis that identifies things the business does well is:

- A. Threats      B. Strengths      C. Opportunities      D. Weaknesses

1.2 A business plan is usually prepared:

- A. After the product is sold  
B. During the marketing phase  
C. Before starting a business  
D. After registering a business

1.3 A key feature of an effective team is:

- A. Overlapping roles  
B. Lack of communication  
C. Clear goals  
D. Individual work

1.4 A code of conduct outlines:

- A. Production schedules  
B. Rules and behavior expectations  
C. Employee salaries  
D. Marketing strategies

1.5 A debtor is someone who:

- A. Sells goods  
B. Buys shares  
C. Owes money  
D. Works part-time

---

### Question 2: Visual Interpretation (10 marks)

2.1 Study the image below and answer the questions that follow.



**2.1.1** Identify TWO business functions taking place in the image. (2)

---

**2.1.2** How might effective teamwork benefit this business? (2)

---

**2.1.3** Suggest ONE way the business could improve communication in this office. (1)

---

**2.1.4** What leadership style would best suit the setting above? Justify. (2)

---

**2.1.5** Why is employee collaboration important in service businesses? (3)

---



---



## **SECTION B: SHORT QUESTIONS – BUSINESS CONCEPTS (40 MARKS)**

### **Question 3: Forms of Ownership (10 marks)**

**3.1** Name THREE forms of ownership that require more than one owner. (3)

---

**3.2** Explain TWO advantages of a public company. (4)

---

**3.3** Describe ONE disadvantage of a partnership. (3)

---



---

### **Question 4: Financial Literacy (10 marks)**

**4.1** Define the term "budget." (2)

---

**4.2** Use the table below to calculate the **net profit**. (4)

Income	Amount (R)	Expenses	Amount (R)
Sales	15,000	Rent	3,000
Services	4,000	Wages	5,500
		Supplies	2,500

**Net Profit = Income – Expenses = ?**

---

4.3 Give TWO reasons why keeping financial records is important. (2)

---

4.4 Suggest ONE way the business can reduce expenses. (2)

---

### **Question 5: Social and Environmental Responsibility (10 marks)**

5.1 Define environmental sustainability. (2)

---

5.2 Identify TWO ways businesses can operate more sustainably. (2)

---

5.3 Read the cartoon and answer the questions:



5.3.1 What message is the cartoon sending? (2)

---

5.3.2 Suggest ONE way the business can become more ethical. (2)

---

5.3.3 How does greenwashing harm consumer trust? (2)

---

---

**Question 6: Quality and Productivity (10 marks)**

6.1 Define productivity. (2)

---

6.2 List THREE benefits of quality assurance for a business. (3)

---

6.3 Suggest TWO ways management can improve worker productivity. (2)

---

6.4 What is the impact of poor-quality products on customers and the business? (3)

---

---

**SECTION C: ESSAY (20 MARKS)****Question 7: Managing a Business**

**Topic:** *Discuss the role of effective leadership and teamwork in ensuring business success.*

In your essay, include the following:

- Define leadership and teamwork.
- Explain TWO leadership styles.
- Describe the importance of collaboration in teams.
- Use a real or fictional business example to support your ideas.
- Include a short conclusion.

**(Write approximately 250–300 words)**

---

**END OF EXAM**

**TOTAL : 100**

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

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

**[10 marks]****Question 2: Visual Interpretation (10 marks)****2.1.1**

- Human Resources (hiring, meetings)
- Administration/Operations (document handling, planning) (2 marks)

**2.1.2**

- Improves productivity
- Enhances creativity
- Promotes harmony (Any 2 = 2 marks)

**2.1.3**

- Use internal messaging tools
- Schedule regular team meetings (1 mark)

**2.1.4**

- Democratic leadership
  - Encourages input and participation from team members (2 marks)

### 2.1.5

- Helps deliver better customer service
- Encourages idea-sharing
- Ensures tasks are completed efficiently (*Any 2–3 valid points = 3 marks*)

[10 marks]

---



## SECTION B: SHORT QUESTIONS (40 MARKS)

### Question 3: Forms of Ownership (10 marks)

#### 3.1

- Partnership
- Private Company
- Public Company (*Any 3 = 3 marks*)

#### 3.2

- Can raise large amounts of capital
- Shareholders have limited liability (*Any 2 = 4 marks*)

#### 3.3

- Unlimited liability for debts
- Disagreements between partners
- Shared profits (*Any 1 valid point explained = 3 marks*)

[10 marks]

---

### Question 4: Financial Literacy (10 marks)

#### 4.1

- A budget is a financial plan showing expected income and expenses. (*2 marks*)

#### 4.2

- Total income: R19,000
- Total expenses: R11,000
- Net profit = R8,000 (*4 marks*)

**4.3**

- Helps track spending
- Aids in financial planning
- Legal requirement for tax (*Any 2 = 2 marks*)

**4.4**

- Use energy-efficient equipment
- Negotiate cheaper supplier contracts (*Any 1 = 2 marks*)

**[10 marks]**

---

**Question 5: Social & Environmental Responsibility (10 marks)****5.1**

- The responsible use of resources to prevent depletion for future generations (*2 marks*)

**5.2**

- Reduce waste
- Use eco-friendly packaging (*Any 2 = 2 marks*)

**5.3.1**

- The company is claiming to care about the environment while clearly polluting it (*2 marks*)

**5.3.2**

- Invest in cleaner production methods
- Reduce emissions (*Any 1 = 2 marks*)

**5.3.3**

- Misleads consumers
- Damages the company's reputation when exposed (*Any valid point = 2 marks*)

**[10 marks]**

---

**Question 6: Quality and Productivity (10 marks)****6.1**



- Productivity is the output produced per unit of input (e.g., time, money, labour). (2 marks)

## 6.2

- Fewer customer complaints
- Increased customer satisfaction
- Brand loyalty (Any 3 = 3 marks)

## 6.3

- Offer training programs
- Introduce performance incentives (Any 2 = 2 marks)

## 6.4

- Leads to customer dissatisfaction
- Loss of sales and market share
- Negative brand image (Any 2–3 points = 3 marks)

[10 marks]

# SECTION C: ESSAY – LEADERSHIP & TEAMWORK (20 MARKS)

## Suggested Marking Grid:

Criteria	Marks
Definition of leadership and teamwork	4
Explanation of two leadership styles	6
Importance of collaboration in teams	4
Business example	2
Conclusion and overall flow	2
<b>TOTAL</b>	<b>20</b>

## Expected Content:

- **Leadership:** The ability to influence or guide a group toward achieving goals.
- **Teamwork:** Working collaboratively toward a common goal.
- **Styles:**
  - *Autocratic:* Leader makes decisions alone
  - *Democratic:* Leader involves team in decisions
- **Collaboration** improves innovation, motivation, and goal achievement.
- **Example:** A local bakery that divides work among bakers, marketers, and cashiers.
- **Conclusion:** Effective leadership and strong teams lead to business growth.

[20 marks]

---

✓ TOTAL: 100 MARKS

