



HILLCREST HIGH SCHOOL

BUSINESS STUDIES NOVEMBER 2025 GRADE 11 PAPER 1

TOTAL: 150

EXAMINER: MRS M LEPPAN

TIME: 2 HOURS

MODERATORS: S MTAKWENDE

N ZULU

B MOFFATT

INSTRUCTIONS AND INFORMATION:

1. Read the instructions carefully before answering the questions.
2. This question paper consists of THREE sections and covers all the topics on Business Environments and Business Operations.
SECTION A: COMPULSORY
SECTION B: Consists of THREE questions. Answer any TWO
SECTION C: Consists of TWO questions. Answer ONE.
3. Read the questions for each question carefully and take particular note of what is required.
4. Number correctly according to the numbering system used in the question paper. No marks will be awarded for answers that are numbered incorrectly.
5. Answers must be in full sentences, except where other instructions are given.
6. Read the instructions carefully and answer only what is required.
7. Write neatly and legibly.

SECTION A COMPULSORY

QUESTION 1

1.1 Options are provided as answers to the following questions. Choose the answers and write only the letter (A - D) next to the question number (1.1.1 – 1.1.5) in the answer book, for example 1.1.6 D.

1.1.1 _____ is the trade between businesses or people in different countries.

- A Demographics
- B Globalisation
- C Physical environment
- D Open market

1.1.2 The dishonest act like bribery.

- A Economic crime
- B Mismanagement of funds
- C Corruption
- D White collar crime

1.1.3 The boat travellers catching fish to sell to I&J is part of the _____ sector.

- A primary
- B secondary
- C tertiary
- D public

1.1.4 The pricing technique that wants the consumer to react on emotion rather than logical.

- A Promotional pricing
- B Price skimming
- C Psychological Pricing
- D Bait Pricing

1.1.5 _____ is the process of introducing the new employees to the business environment.

- A Recruitment
- B Selection
- C Induction
- D Placement

(5 x 2) 10

1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK.

Availability of resources; Convenience good; Dumping; Job Description; Job specifications; Merger; SABS; Speciality good; Takeover; TQM

- 1.2.1 The formation of a new company when two companies join together.
- 1.2.2 Countries that manufacture products at reduced prices and sell their excess products in other countries at lower prices.
- 1.2.3 Consumer goods with a specific branded name.
- 1.2.4 The main aim of _____ is to improve the quality of products and services.
- 1.2.5 The duties and responsibilities of a specific job are discussed.

(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 – 1.3.5) in the Answer book e.g. 1.3.6 K..

Column A		Column B
1.3.1 Lobbying	A	an employee organisation intent on improving working conditions.
1.3.2 Trade union	B	Process of sorting products into classes according to the quality of the product.
1.3.3 Go-slow	C	Maximum of 45 hours per week.
1.3.4 Grading	D	Try to influence people with a similar objective to bring about change.
1.3.5 Strike	E	It is when employees protest by reducing the production output.
	F	Organisation to prevent employers from making all decisions alone.
	G	Minimum of 45 hours per week.
	H	It is when employees protest to force employers to agree to their demands.
	I	Process of developing a uniform set of criteria for production.
	J	Try to influence legislation or government decisions to bring about change.

TOTAL SECTION A: 30

SECTION B

Answer only TWO questions from this section.

QUESTION 2 BUSINESS ENVIRONMENTS

- 2.1 List THREE components of the market environment. (3)
- 2.2 Elaborate on micro-lending as a challenge in the macro-environment. (4)
- 2.3 Discuss ways in which businesses can overcome competition. (4)
- 2.4 Read the scenario below and answer the questions:

Jill Enterprise (JE)
Jill Enterprise specialises in technology. JE struggle a lot with difficult workers that complain about their personal problems. New Tech, a supplier, of JE is not reliable. JE is being taken over by the technological tycoon Samsung.

- 2.4.1 Use the scenario and identify the THREE challenges and link it to the business environments. Use the grid below as a guide. (9)

Challenges	Business Environment
1.	
2.	
3.	

- 2.4.2 Advise businesses on the meaning of power relationships. (4)
- 2.4.3 Explain to the advantages of networking. (4)
- 2.5 Read the statement below and answer the questions that follow:

In the past two years the price of food and non-alcoholic beverage increased from 14.0% to 21.2%.

- 2.5.1 Identify the socio-economic issue. (2)
- 2.5.2 Discuss the impact of the socio-economic issue identified in Question 2.5.1 (4)
- 2.6 Outline the purpose of the LRA. (6)

TOTAL: 40

QUESTION 3 BUSINESS OPERATIONS

- 3.1 List the components of the marketing mix. (2)
- 3.2 Explain the importance of product development. (6)
- 3.3 Discuss the importance of trademarks to the business (6)
- 3.4 Read the scenario below and answer the questions

Delish Tuck stop (DT)
Ms. Moloji, the owner of DT, an informal business, buys 20 kilograms of ginger cookies to repack it in smaller quantities. She sells it to the children in the community.

- 3.4.1 Identify the type of packaging Ms. Moloji uses for the cookies. (2)
- 3.4.2 Discuss the type of packaging identified in 3.4.1. (4)
- 3.5 Explain the importance of pricing. (4)
- 3.6 Advise why manufacturers would prefer to make use of the direct distribution method. (6)
- 3.7 Recommend reasons for businesses to manage safety in the workplace. (4)
- 3.8 Outline the purpose of an interview. (6)

TOTAL: 40

QUESTION 4 MISCELLANEOUS

BUSINESS ENVIRONMENTS

- 4.1 List TWO challenges of macro environment. (2)
- 4.2 Discuss the benefits of social responsibility projects for businesses. (6)

4.3 Read the scenario below and answer the questions.

Dairy Cow Cheese (DCC)

Dairy Cow Cheese is one of the largest local cheese manufacturers in South Africa. DCC collect milk from more than 200 local farmers in the Soweto and the Johannesburg region. DCC can be found in supermarkets like Woolworths.

4.3.1 Use the scenario and identify TWO business sectors. Quote to support your answer. Use the Grid, as a guide, to answer question 4.3.1. (6)

Sectors	Quote
1.	
2.	

4.4 Advise businesses on projects that could be undertaken as part of their social responsibility programmes. (6)

BUSINESS OPERATIONS

4.5 Classify the statements below into different types of packaging:

4.5.1 A glass mayonnaise bottle. (2)

4.5.2 Coca-Cola cans with the current Springbok rugby players. (2)

4.5.3 Perfume and hand cream. (2)

4.6 Distinguish between piece-meal and time-related salary determination methods. (4)

4.7 Outline the implications of the BCEA on the Human Resource function. (6)

4.8 Advise the business on the different tasks of SABS to ensure quality in South Africa. (4)

TOTAL: 40
TOTAL SECTION B: 80

SECTION C

Choose ONE question.

QUESTION 5 BUSINESS ENVIRONMENTS

The micro environment is controlled by businesses. Businesses have no control over the macro environment however they can be involved and it benefits the businesses. The market environment has many components which the business has some influence over these components.

Write a report that includes following aspects:

- Discuss how businesses have control over the micro environment.
- Suggest ways how the business can get involved in the macro environment .
- Elaborate on benefits of businesses being involved in the macro environment.
- Outline the influence businesses have on customers and suppliers in the market environment.

TOTAL: 40

QUESTION 6 BUSINESS OPERATIONS

Businesses have a department that is responsible for the recruitment and selection of employees. Interviews take place as well as induction by this department. Employment contracts are an important when employing an employee.

Write a report that includes following aspects:

- Explain the recruitment procedure.
- Discuss on the role of the interviewer during the interview.
- Elaborate on the purpose of induction.
- Outline the legal requirements of an employment contract.

TOTAL: 40

TOTAL SECTION C: 40