



Subject: Grade 11 Business Studies
Topic: Business Studies: Term 2 - Exam 1
Total: 127 Marks

Name: _____
Date: _____

Question 1: True/False

2 marks

Social Responsibility and Public Relations are often seen as complementary to each other.

TRUE

FALSE

Question 2: Text Input

3 marks

An **industrial action** where **employees refuse to go to work** due to a **grievance**, is called a ...

(Use **ONE** word to answer).

Question 3: Please Fill In The Blanks

6 marks

Auxiliary services of marketing include (1) , (2) and (3) .

Possible Answers: market research | purchasing | selling | transport | human resources

1	
3	

2	
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Question 4: Text Input

3 marks

Provide **one word** to describe a lack of adequate financial resources, and where households and communities do not have access to basic services, education or employment opportunities.



Question 5: True/False

2 marks

Winnowing refers to the process of removing a shell (husk) from the nib, or removing grain from chaff.

☐ TRUE☐ FALSE**Question 6: True/False**

2 marks

The Basic Conditions of Employment Act stipulates that all employees must be male or female.

☐ TRUE☐ FALSE**Question 7: Text Input**

3 marks

The goal of ... is to **reach a large group of people** and to **make business connections** that are **beneficial to all parties**.

(Use ONE word to answer)

Question 8: Please Fill In The Blanks

6 marks

Some of the **advantages** of **creative thinking** include **improved** (1) of staff. A business will also have a/an (2) **advantage** over other businesses because of the (3) **strategies** that they implement.

Possible Answers: participation | income | competitive | ethical | routine | unique | professional

1	
3	

2	
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Question 9: True/False

2 marks

High employee turnover is a **good** thing.

☐ TRUE☐ FALSE

Question 10: Text Input

3 marks

A by-product is something that is produced as a result of making something else. In which sector does this happen?

Provide one word only.

Question 11: True/False

2 marks

The **Delphi technique** makes use of a **panel of experts** to **complete questionnaires** to solve a problem.

Question 12: True/False

2 marks

Capacity planning refers to the business' ability to expand if demand for their product increases.

Question 13: Text Input

3 marks

... costs are costs that change according to how many items or units you produce.

Answer with one word.



Question 14: Multiple Choice

4 marks

Which of the following is **not an internal** stakeholder?

- | | |
|----------|--------------|
| A | Owners |
| B | Labour union |
| C | Managers |
| D | Employees |
-

Question 15: Please Fill In The Blanks

6 marks

Activities associated with the **secondary** sector include (1) , (2) and (3) .

Possible Answers: moulding | processing | harvesting | packaging | selling

1		2	
3			

Question 16: True/False

2 marks

The **Basic Conditions of Employment Act (BCEA)** regulates the **relationship between the employer and employee**.

TRUE	FALSE
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Question 17: True/False

2 marks

Social media connections is an example of **formal networking**.

TRUE	FALSE
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Question 18: Multiple Choice

4 marks

A way in which the **business can adapt to a challenge** in the business environment.

- | | |
|----------|---------------------|
| A | Strikes |
| B | Strategic responses |
| C | Trade unions |
| D | Human resources |
-

Question 19: Please Fill In The Blanks

4 marks

Treating all people the same is an example of (1) , while doing the best job possible and going the 'extra mile' is an example of (2) .

Possible Answers: confidentiality | competency | objectivity | development

1		2	
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Question 20: Multiple Choice

4 marks

Employees **join and leave** the business at a **high rate**.

- | | |
|----------|------------------------|
| A | Dismissal |
| B | High employee turnover |
| C | Retrenchment |
| D | Low employee turnover |
-

Question 21: Please Fill In The Blanks

4 marks

(1) promotes accepted levels of quality of goods and services produced, while (2) promotes accepted levels of safety in the production of goods and services.

Possible Answers: SABS | SARS | OHSA | Basic Conditions of Employment Act

1		2	
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Question 22: Text Input

3 marks

This is a framework to ensure professionalism and ethical service delivery in the South African public service sector (hospitals, home affairs, airports etc).

Answer in two words.

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Question 23: Text Input

3 marks

The refers to the stages of growth and decline (and everything inbetween) that a product experiences.

Answer in three words only.

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Question 24: True/False

2 marks

Brand **extension** is when a business uses a successful brand to launch a new product in the same broad market.

TRUE	FALSE
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This text refers to question: 25

Jenna Manufacturers is known for producing various clothing products. The management of JM mentioned that there has been a decline in productivity as employees struggle to produce quality clothing. They buy their raw materials from Daniels trader, who always delivers raw materials late. The inflation rate has affected the price of raw materials in a negative way.

Question 25: Please Fill In The Blanks

4 marks

In the **scenario**, (1) is/are a challenge in the **market environment** and (2) is/are a challenge of the **micro environment**.

Possible Answers: political changes | inflation | shortage of suppliers | Competition | Difficult employees | lack of adequate management skills | labour relations | shortage of skilled employees

1		2	
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Question 26: Text Input

3 marks

When employees **come up** with **expected solutions** to problems in the business.

Use **two words** to answer.

Question 27: Multiple Choice

4 marks

Which of the following is an activity in the **tertiary** sector?

- | | |
|----------|----------------------------------|
| A | Removing seeds from grapes |
| B | Packing bottles into boxes |
| C | Delivery of wine to a restaurant |
| D | Fermenting of crushed grapes |

Question 28: Multiple Choice

4 marks

Solutions that are **creative and unique** and are **not normal or expected** are known as...

- | | |
|----------|-----------------------------|
| A | conventional solutions. |
| B | routine thinking. |
| C | non-conventional solutions. |
| D | creative thinking. |

Question 29: Multiple Choice

4 marks

Safety and gaining control of the situation is a priority in **which stage** of a **crisis**?

- | | |
|----------|-------------|
| A | Pre-crisis |
| B | Mid-crisis |
| C | Post-crisis |
| D | Planning |



Question 30: Please Fill In The Blanks

4 marks

A **business** needs to (1) according to **challenges** in the business environment in order to (2) .

Possible Answers: change | adapt | survive | fail

1	
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2	
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Question 31: Please Fill In The Blanks

6 marks

Due to (1) **consumers spend less** (2) purchasing from **businesses**. This is known as a/an (3) .

Possible Answers: HIV/Aids | low income levels | demographics | socio-economic issue | market environment | money

1	
3	

2	
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Question 32: Multiple Choice

4 marks

Which of the following is an argument **against** CSR?

- | | |
|----------|---|
| A | Businesses that practise CSR are generally more concerned about their impact on stakeholders, and as a result tend to behave ethically. |
| B | By getting involved, the business assists in resolving social problems which would otherwise have a detrimental effect on the business. |
| C | If businesses practise CSR voluntarily, there will be no need for government to enforce compliance through legislation. |
| D | CSR allows the government to shift responsibility onto the business. |

Question 33: Multiple Choice

4 marks

Which of the following is an advantage of franchising?

- | | |
|----------|--|
| A | The franchisee makes royalty payments to the franchisor. |
| B | The franchisor organises and pays for advertising. |
| C | The franchisee does not make all the decisions. |
| D | Supplies are purchased from the franchisor. |

Question 34: Please Fill In The Blanks
Internal causes of change in the **workplace**

6 marks

include (1) , (2) and (3) .

Possible Answers: new leadership | economic recession | technological changes | restructuring |
retrenchment | changes to the Employment Equity Act

1	
3	

2	
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Question 35: Text Input

3 marks

What is the **term** given to the **websites, platforms and applications** that people use to **create and share content**?

(Use TWO words to answer)

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Question 36: Multiple Choice

4 marks

Continuous improvements to systems and processes are implemented using the **PDCA** cycle.

What does **PDCA** stand for?

A	Point; Detail; Close; Action
B	Production; Danger; Counter-; Act
C	Process; Defer, Count, Authorise
D	Plan; Do; Check; Act

Total: 127 Marks