**EXAMINATIONS COUNCIL OF SWAZILAND**

**JUNIOR CERTIFICATE EXAMINATION**

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CANDIDATE

NAME

CENTRE CANDIDATE

NUMBER NUMBER

**Business Studies** **521/01**

**Paper 1** **October/November 2014**

 **1 hour 15 minutes**

|  |
| --- |
| **For Examiner’s use** |
| 1. |  |
| 2. |  |
| 3. |  |
| 4. |  |
| 5. |  |
| **TOTAL** |  |

**READ THESE INSTRUCTIONS FIRST**

1. Write your Name, Centre Number and Candidate Number on the spaces provided.
2. Answer all questions.
3. Write your answers using a dark blue or

black pen in the spaces provided.

1. Marks are given in brackets [ ] at the end of each question or part question.
2. Special attention must be paid to legibility and neatness.
3. Name(s) of businesses/persons used in this paper are fictitious.

This paper consists of **13** printed pages and **3** blank pages.

**QUESTION 1**

**For Examiner’s use**

1. Khulekani’s block making business is divided into **three** departments as outlined

below.

**Box 1**

|  |
| --- |
| Department A Collecting river sand B Block making C Sales |

1. Define the term business.

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………….. [2]

1. State any **three** aims of businesses.

 Aim 1 ………………………………………………………………………………….

………………………………………………………………………………………….

Aim 2 ………………………………………………………………………………….

………………………………………………………………………………………….

Aim 3 …………………………………………………………………………………

…………………………………………………………………………………….. [3]

There are **three** stages of production.

1. Identify these stages in Khulekani’s business as shown in Box 1. Give

reasons for your answer.

Stage 1 ……………………………………………………………………………….

Reason ……………………………………………………………………………….

…………………………………………………………………………………………

Stage 2 ……………………………………………………………………………….

For Examiner’s use

Reason ……………………………………………………………………………….

…………………………………………………………………………………………

Stage 3 ……………………………………………………………………………….

Reason ……………………………………………………………………………….

…………………………………………………………………………………… [6]

(b) Production can either be direct or indirect.

 (i) State the type of production in Khulekani’s business and support your answer.

 ………………………………………………………………………………………….

…………………………………………………………………………………… [2]

 (ii) Classify the following as either direct services or indirect services:

 Banking, preaching, teaching, transport, dentistry, insurance, advertising

 **Direct services Indirect services**

 ………………………………… …………………………………

 ………………………………… …………………………………

 ………………………………… …………………………………

 ………………………………… …………………………………

 ………………………………… …………………………………

 ………………………………… ………………………...............

 ………………………………… …………………………………

 ………………………………… ………………………………… [7]

 **[Total: 20]**

 **QUESTION 2**

F**or Examiner’s us**e

 (a) Motivated workers can make a significant contribution to a business’s

productivity and profitability.

1. Define the term motivation.

………………………………………………………………………………….

………………………………………………………………………………….

…………………………………………………………………………… [2]

1. Explain the **two** views on motivation. State **one** example for each.

View 1 ..………………………………………………………………………..

………………………………………………………………………………….

………………………………………………………………………………….

Example ...…………………………………………………………………….

View 2 ..……………………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………………….

Example ………………………………………………………………………

 [6]

(b) Frederick Taylor’s theory of motivation suggests that workers must be paid using the

For Examiner’s use

 piece-rate system as opposed to the time-rate system.

1. Distinguish between the piece-rate system and the time-rate system.

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

1. Explain **two** reasons why Taylor’s methods became less popular.

Reason 1 ..…………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

Reason 2 ..…………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [4]

1. State any **four** factors that contribute to employee job satisfaction.

Factor 1 …….…………………………………………………………………………

…………………………………………………………………………………………

Factor 2 ……………………………………………………………………………….

………………………………………………………………………………………….

Factor 3 ……………………………………………………………………………….

…………………………………………………………………………………………

Factor 4 ………………………………………………………………………………

…………………………………………………………………………………….. [4]

 **[Total: 18]**

**QUESTION 3**

For Examiner’s use

(a) Define the following terms.

 (i) Equilibrium price

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

 (ii) Conciliation

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

(iii) Labour-intensive

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

1. Saswitch

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

(b) One of the forms of business ownership is through co-operatives.

For Examiner’s use

 (i) Identify any **one** feature of a co-operative business.

………….. .………………………………………………………………………….

…………………………………………………………………………………… [1]

 (ii) Distinguish between a public corporation and a co-operative.

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

(iii) Explain briefly the following classes of co-operatives, giving **one** example of

each:

Consumer co-operatives

 Explanation .………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

Example ..……………………………………………………………………… [3]

 Worker co-operatives

Explanation …….…………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

Example ..……………………………………………………………………… [3]

Producer co-operatives

For Examiner’s use

Explanation ..………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

Example ………………………………………………………………………… [3]

 **[Total: 20]**

**QUESTION 4**

For Examiner’s use

1. Hardly a month passes by without mention being made of a trade union in the

media.

1. Define the term trade union.

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [2]

 Trade unions are **not** only concerned with wages.

1. State any **fou**r functions that trade unions also perform.

Function 1 …………………………………………………………………………….

………………………………………………………………………………………….

Function 2 …………………………………………………………………………….

………………………………………………………………………………………….

Function 3 …………………………………………………………………………….

………………………………………………………………………………………….

Function 4 …………………………………………………………………………….

…………………………………………………………………………………… [4]

1. Define the term picketing.

………………………………………………………………………………………….

………………………………………………………………………………………….

……………………………………………………………………………………… [2]

(iv) Explain any **two** methods of picketing.

For Examiner’s use

Method 1 ….…………………………………………….…………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

Method 2 ………………………………………………………………………………

………………………………………………………………………………………….

…………………………………………………………………………………… [6]

(b) Businesses use various means of payment.

1. State any **three** methods of payment offered by commercial banks without

the use of a cheque.

Method 1 ……………………………………………………………………………….

Method 2 ……………………………………………………………………………….

Method 3 ……………………………………………………………………………….

 [3]

1. State the name used to describe a cheque that is drawn in the bank’s

name.

…………………………………………………………………………………… [1]

1. Explain any **two** differences between credit cards and debit cards.

 ………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

………………………………………………………………………………………….

…………………………………………………………………………………… [4]

 **Total: 22]**

**QUESTION 5**

For Examiner’s use

 (a) There are **two** courts that play an important role in resolving labour related

disputes in Swaziland when a matter has not been resolved at CMAC level.

1. Write the abbreviation CMAC in full.

 ………………………………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………….. [2]

 (ii) State any **four** functions of CMAC.

Function 1 ……………………………………………………………………

………………………………………………………………………………….

………………………………………………………………………………….

Function 2 ……………………………………………………………………

………………………………………………………………………………….

………………………………………………………………………………….

Function 3 .……………………………………………………………………

………………………………………………………………………………….

………………………………………………………………………………….

Function 4 .……………………………………………………………………

………………………………………………………………………………….

………………………………………………………………………………….

 [4]

(iii) Explain **two** differences between the **two** courts that may be

For Examiner’s use

 used by employers and employees in case a matter could not be

resolved at CMAC level.

………………………………………………………………………………….

………………………………………………………………………………….

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………………………………………………………………………………….

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………………………………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………….. [6]

 (b) Companies cannot operate without preparing certain documents.

(i) State **two** features of a Public Limited Company (Plc).

Feature 1 ………………………………………………………………………

………………………………………………………………………………….

Feature 2 ……………………………………………………………………...

………………………………………………………………………………….

 [2]

 (ii) Explain what is meant by a “Certificate of Incorporation.”

 ………………………………………………………………………………….

………………………………………………………………………………….

…………………………………………………………………………. [2]

 (iii) Explain any **two** disadvantages of public limited companies.

For Examiner’s use

Disadvantage 1 ………………………………………………………………

………………………………………………………………………………….

Explanation .….……………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………………….

Disadvantage 2 .……………………………………………………………...

………………………………………………………………………………….

Explanation .….……………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………………….

………………………………………………………………………………….

 [4]

 **[Total: 20]**

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