



EXAMINATIONS COUNCIL OF SWAZILAND JUNIOR CERTIFICATE EXAMINATION

CANDIDATE
NAME

CENTRE
NUMBER

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CANDIDATE
NUMBER

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**Business Studies
Paper 1**

**521/01
October/November 2014
1 hour 15 minutes**

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

For Examiner's use	
1.	
2.	
3.	
4.	
5.	
TOTAL	

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

QUESTION 1

- (a) 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

- (i) Define the term business.

.....

.....

..... [2]

- (ii) State any **three** aims of businesses.

Aim 1

.....

Aim 2

.....

Aim 3

..... [3]

There are **three** stages of production.

- (iii) Identify these stages in Khulekani’s business as shown in Box 1. Give reasons for your answer.

Stage 1

Reason

.....

Stage 2

Reason

.....

Stage 3

Reason

..... [6]

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(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

.....

.....

.....

.....

.....

.....

.....

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.....

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.....

.....

..... [7]

[Total: 20]

QUESTION 2

(a) Motivated workers can make a significant contribution to a business's productivity and profitability.

(i) Define the term motivation.

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

(ii) Explain the **two** views on motivation. State **one** example for each.

View 1
.....
.....

Example

View 2
.....
.....

Example [6]

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(b) Frederick Taylor's theory of motivation suggests that workers must be paid using the piece-rate system as opposed to the time-rate system.

(i) Distinguish between the piece-rate system and the time-rate system.

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

(ii) Explain **two** reasons why Taylor's methods became less popular.

Reason 1

.....
.....

Reason 2

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

(iii) State any **four** factors that contribute to employee job satisfaction.

Factor 1

.....

Factor 2

.....

Factor 3

.....

Factor 4

..... [4]

[Total: 18]

QUESTION 3

(a) Define the following terms.

(i) Equilibrium price

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

(ii) Conciliation

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

(iii) Labour-intensive

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

(iv) Saswitch

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

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use

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

(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]

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Producer co-operatives

Explanation

.....

.....

Example [3]

[Total: 20]

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QUESTION 4

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(a) Hardly a month passes by without mention being made of a trade union in the media.

(i) Define the term trade union.

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

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

(ii) State any **four** functions that trade unions also perform.

Function 1
.....
Function 2
.....
Function 3
.....
Function 4
..... [4]

(iii) Define the term picketing.

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

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

Method 1

.....

.....

Method 2

.....

..... [6]

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(b) Businesses use various means of payment.

(i) State any **three** methods of payment offered by commercial banks without the use of a cheque.

Method 1

Method 2

Method 3 [3]

(ii) State the name used to describe a cheque that is drawn in the bank's name.

..... [1]

(iii) Explain any **two** differences between credit cards and debit cards.

.....

.....

.....

.....

.....

..... [4]

Total: 22]

QUESTION 5

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(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.

(i) 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 any **two** disadvantages of public limited companies.

Disadvantage 1

.....

Explanation

.....

.....

.....

Disadvantage 2

.....

Explanation

.....

.....

.....

[4]

[Total: 20]

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