Find Plenty of Free Study Resources at www.studypapers.co.za

basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

# NATIONAL ASSESSMENT
# GENERAL EDUCATION CERTIFICATE (GEC)

## 2022 GRADE 9 PILOT STUDY

Subject: Economic and Management Sciences (EMS)
PAPER 2

Marks: 75

Duration: 90 Minutes

**The test consists of 22 pages, excluding the cover page.**

Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

**Instructions to the learner**

1. Read all the instructions and questions carefully.
2. Answer all questions.
3. Use the provided answer booklet to write all your answers.
4. The use of a non-programmable calculator is permitted.

**The test starts on the next page.**

**Do not turn the page until you are told to do so.**



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

## SECTION A

Debby manages the administration department and ensures that all data is sorted and filed.

1. What does Debby's work entail?

A Keeping records
B Keeping stock
C Recruiting employees
D Buying resources (1)

Purchasing department ensures that purchases are made within budget and keeps accurate records of purchases.

2. What is another role of the purchasing department?

A Keep sufficient stock
B Handle filing information
C Pay business accounts
D Develop staff skills (1)

Sassy gathers feedback from her customers, trains and encourages her staff to offer good service to customers.

3. Why is it important for Sassy to encourage good customer service in her business?

A To increase advertising.
B To decrease customer satisfaction.
C To decrease staff productivity.
D To increase sales. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

The financial function helps to ensure that the business operates ethically.

4. What is the importance of this function?

A Ensure customer's happiness.
B Keep financial records.
C Keep records for all employees.
D Send out financial reports. (1)

5. What is the role of the Human Resource department?

A Grant staff leave
B Issue orders
C Manage cash flow
D Advertise goods (1)

6. What is the best method used in producing identical items?

A Batch production
B Job production
C Mass production
D Just- in- time production (1)

7. What is the main role of general management?

A Advertising goods
B Paying business taxes
C Recruiting staff
D Controlling resources (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

8. What does the P stand for in the marketing mix that determines the value of the commodity?

A Product
B Price
C Place
D Promotion (1)

9. What is a business plan?

A A plan of action designed to achieve overall aims and objectives of an enterprise.
B A detailed plan of action to execute activities of the enterprise.
C A detailed plan of action that sets out the nature and strategy of an enterprise.
D A plan that includes all the aspects relating to the running of the enterprise. (1)

10. Which of the following describes a product or a service?

A Its uniqueness and beneficiary to the customer.
B Its uniqueness and quality of packaging.
C Its uniqueness and beneficiary to a competitor.
D Its uniqueness and quality to the business. (1)

11. What are the requirements for a good business logo?

A Simple, memorable, timeless, useful and appropriate.
B Complicated, memorable, timeless, useful and appropriate.
C Simple, memorable, timeless and limited.
D Complicated, memorable, timeless and useful. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

12. What is the main role of the manager?

A Recruit human resources of the company.
B Create a plan to meet company goals and objectives.
C Advertise goods and services of the company.
D Purchase raw materials required for production. (1)

The rental for an office space is R2 500 per month. In March, the business manufactured 5 000 shirts and paid R2 500 rental. In April it manufactured 7 000 shirts.

13. How much will be the rental expense for April?

A R7 000.
B R5 000
C R9 500
D R2 500 (1)

Mandy Manufacturers incurs the following costs:

(i) Raw material
(ii) Commission
(iii) Rent
(iv) Machinery oil

14. Which one is the correct combination of variable costs?

A (i) (ii) (iii)
B (i) (ii) (iv)
C (ii) (iii) (iv)
D (i) (iii) (iv) (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

ZZ Manufacturers purchased a roll of ribbons for R50 and produced invitation cards which were sold for R790 at a profit of R440.

15. How much did ZZ Manufactures spend to produce the invitation cards?

A R350
B R740
C R790
D R490 (1)

The amount covers all the costs involved and includes a reasonable profit on each item sold.

16. Which term identifies the statement above?

A Cost price
B Variable cost
C Selling price
D Fixed cost (1)

17. Which statement describes filing?

A Data that has been processed into a useful form so that it can be used to make decisions.
B Making sufficient stock and services available to the business.
C Determines the needs and wants of customers and delivers products.
D Keeping documents in a safe place, being able to find them easily and quickly. (1)

18. What needs to be considered when choosing a suitable supplier?

A Quality, location, cost and reliability
B Quantity, location, cost and reliability
C Quality, promotion, cost and reliability
D Quantity, promotion, cost and reliability (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

A way to get your company known to potential customers.

19. What is the appropriate concept for the above statement?

A Purchasing

B Publicity

C Production

D Personnel (1)

20. What is an advertising strategy?

A A plan to reach and persuade a customer to buy a product.

B A plan that gives a detailed description of how goals will be achieved.

C A plan that comprises information about the business processes.

D A plan that describes how many people you intend employing. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

**MARKET DAY!!! MARKET DAY!!!**

**KUHLE OLD AGE HOME!!!**

21. Which business strategy is determined by the picture above?

A Publicity

B Advertising

C Financing

D Producing (1)

22. How can quality and efficiency of a product be improved?

A Through purchasing enough stock.

B Through producing in large and same quantities.

C Through training of employees in new technologies.

D Through advertising goods produced. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

The Chief Executive Officer (CEO) of Mendy Clothing company who oversees all the other managers in the business, did not do well on sales.

23. What could be the reason for a drop in sales?

A Poor planning and management
B Staff was working overtime
C CEO lacks computer skills
D Sufficient and effective resources (1)

The General manager provides the structure for planning; allocating resources, tasks and responsibilities; authorising.

24. Which option below justifies the above scenario?

A Planning
B Leading
C Controlling
D Organising (1)

Kriel, the Human Resource Manager of Kudu Company, assists employees on changes and appointments in the company.

25. What is the outcome of Kriel's function in the company?

A Staff would be friendly to customers.
B Staff would be trained and developed.
C Messages would be sent to staff.
D The budget would be drawn up. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

26. Which option below is regarded as a threat?

A Financial issues, market demand dries up and existing competition
B Financial risk, illegal liability and existing competition
C Financial risk, online marketing, sales and existing competition
D Financial issues, increase in material and legal liability (1)

27. Which of the following options can be identified as a strength?

A Strong customer attitude
B Far from customers
C Good weather condition
D Excellent customer service (1)

28. Which one of the following can be classified as a weakness?

A Lack of relevant skills.
B Weather conditions
C Skilled labourer
D Expansion of the business. (1)

This concept refers to favourable external factors that could give an organization a competitive advantage.

29. Which concept is described above?

A Strength
B Opportunity
C Threat
D Weakness (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

Due to fuel increase, Lungi's bakery no longer delivers bread and cakes free to customers.

30. Which is the best solution to the above threat?

A Online purchases
B Multiple deliveries
C Customers collect purchases
D Charge delivery fee to customers. (1)

The farmer produces cabbages. He targets schools but has no delivery van. Two schools had offered him weekly contracts but unfortunately the producer is unable to meet their demand.

31. How should the farmer address the above scenario?

A Buy more land and sell from his farm.
B Plant one hectare and take out a bank loan.
C Plant one hectare and reduce the contracts.
D Buy more land and a delivery van. (1)

32. What does the acronym CCMA stand for?

A Commission for Congress Mediation and Arbitration
B Commission for Confederation Mediation and Arbitration
C Commission for Cosatu Mediation and Arbitration
D Commission for Conciliation Mediation and Arbitration (1)

33. Which option below defines industrial action?

A The way workers force the management to improve wages.
B The action workers take against their employers.
C The movement of people from one country to another.
D The business practise to prevent employees from joining a union. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

34. What type of leave is taken when an employee wants to go on holiday?

A Maternity leave
B Family responsibility leave
C Annual leave
D Sick leave (1)

35. Which one of the following is an advantage of collective bargaining?

A It negotiates contracts without the unions.
B It prevents employees from going on strikes.
C It keeps abusive employees powerful.
D It violates the rights and working conditions. (1)

36. Which option below explains collective bargaining?

A The process in which employees negotiate contracts with employers without involving the unions.
B A forum which gives employees a say when negotiating wages and other conditions of employment.
C The process in which employees through their unions negotiate contracts and conditions of service.
D A forum which is not protecting employees when their rights are violated and are retrenched. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

As an outcome of the facilitation process on the ongoing public service wage negotiations, the government has placed an improved offer to the public servants' trade unions for consideration by their members.

37. Which working condition is negotiated by the public servants' trade unions in the above scenario?

A Fair wages for all public servants.
B Service wages for all public servants.
C High wages for all public servants.
D Same wages for all public servants. (1)

38. Which option below describes the workplace forum?

A A body of employees who discusses workplace issues with the employees at the workplace.
B A forum of employees who negotiate working and payment conditions at the workplace.
C A platform where employers and employees negotiate working conditions at the workplace.
D A committee of employees who meet with employers on regular basis for consultation at a workplace. (1)

The workplace forum is legally formed when the majority trade union in a workplace meets the minimum required number and has applied to the legal body.

39. Which processes below are referring to the scenario above?

A 120 workers, apply to CCMA and committee elected by workers
B 120 workers, apply to MMC and committee elected by workers
C 75 workers, apply to CCMA and committee elected by workers
D 75 workers, apply to MMC and committee elected by workers (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

40. Which option below is an example of trade unions?

A SADTU, NUM and SAMWU
B ANCYL, FEDUSA and SACP
C NACTU, COSATU and SACTU
D COSATU, NACTU and NEDLAC (1)

41. Which option below describes the role of CCMA?

A It negotiates with trade unions the increase of wages for workers.
B It estimates what is going to happen based on the current status quo.
C It represents employees in the negotiations and decision-making.
D It resolves conflict between the employer and employee. (1)

42. Which option below describes the formal disciplinary procedure?

A Designing workers code of conduct.
B Chairing and leading a director's meeting.
C Acting against employee's misconduct.
D Making negotiations for next hearing. (1)

43. Which one of the following is the process of the disciplinary hearing?

A The employee is not allowed to present his / her side of the story.
B The employee investigates the case thoroughly with evidence.
C The employer levels the charges against the employee.
D The employer decides on the action to take during the hearing. (1)

44. Which option explains lawful industrial action?

A Trade unions and their members can't resolve a dispute at work.
B Trade unions and their members are not protected from legal action.
C Trade unions and their members hold an illegal strike.
D Trade unions and their members hold a legal strike. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

45. Which option below explains the impact of industrial action on productivity?

A It leads to an increase in income and employment.
B It leads to increased productivity and profit.
C It causes a decrease in income and reduction on employment.
D It causes decrease in productivity and a reduction in profit. (1)

46. Which option below defines the standard of living?

A The level of income; goods and services available to a person.
B The ability to meet most of ones needs.
C The use of resources productively.
D The unavailability of resources with which to satisfy one's needs. (1)

47. Which option below describes basic conditions of employment?

A Collective bargaining, working hours and negotiations
B Working hours, leave conditions and remuneration
C Affirmative action, working hours and recruitment
D Induction, working hours and decision-making (1)

48. Which option explains the concept of promoting employment?

A Involves job creation and skill development.
B Involves rules and processes to be applied at work.
C Involves increase in salary and benefits but higher responsibility.
D Involves motivational strategies, training and less responsibility. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

49. Which statement below describes fair labour practice?

A Promotes fair competition.
B Applies discrimination.
C Treats all employees fairly.
D Exploits its employees. (1)

50. How can trade unions promote sustainable development?

A By promoting decent work and specify retirement plans.
B By promoting the people's rights and lower the living standards.
C By upholding freedom of association and lower quality of life.
D By improving both the standard of living and quality of life. (1)

51. Which option below defines economic growth?

A Activities that seek to improve the economic well-being and the quality of life.
B The increase of goods and services produced within country by an individual within a certain period.
C An increase in the value of goods and services produced by a business within a certain period.
D The increase of all goods and services produced within the country within a certain period. (1)

52. Why do trade unions contribute towards developing workers' skills?

A To encourage illegal strikes at the workplace.
B To improve productivity as well as prospects for promotion.
C Skilled workers improve membership.
D Unskilled workers mean less productivity at the workplace. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

53. Which option below reflects the contribution of trade unions on job creation?

A To be involved in policy discussions and developments on job creation.
B To have an important role in reducing the quality of job creation and promotions.
C To play a minimal role in policy discussions and developments on job creation.
D To promote labour dispute, reduce the quality of job creation and promotions. (1)

54. Which option describes the contribution of trade unions on wage increase?

A Maintain and improve workers' wages through bargaining with employees.
B Maintain and improve workers' wages through bargaining with employers.
C Maintain and improve workers' wages through bargaining with CCMA.
D Maintain and improve workers' wages through bargaining with supervisors. (1)

55. Which option below describes the working environment?

A Employees provide unprotective clothing, compensation for injured workers and HID/AIDS policy in place.
B Employers provide unprotective clothing, compensation for injured workers and HIV/AIDS policy in place.
C Employees provide protective clothing, compensation for injured workers and HIV/AIDS policy in place.
D Employers provide protective clothing, compensation for injured workers and HIV/AIDS policy in place. (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

Employees at Best Retailers are required to work 40 hours per week.
On 12th of September 2022 Zungu worked 11 hours because Thuli, his reliever arrived late.

56. How many hours of overtime did Zungu work?

A 3 hours overtime
B 11 hours overtime
C 40 hours overtime
D 8 hours overtime (1)

The Basic Conditions of Employment specifies that employees work 5 days in a week and 9 hours per day. Some work more than 5 days in a week excluding lunch and tea break.

57. Which option below explains the 5 days working hours of employees?

A The employees are working 40 hours a week.
B The employees are working 50 hours a week.
C The employees are working 10 hours a week.
D The employees are working 9 hours a week. (1)

The manager of Jojo Company Limited dismissed an employee who was absent from work for 5 days after several written warnings on absenteeism. The employee took the matter to his trade union.

58. Which option below will protect the employee?

A Educators' Employment Act
B Labour Relations Act
C Basic Conditions of Employment Act
D Employment Equity Act (1)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

59. Which scenario below shows the employer's compliance with working conditions?

A Inadequate training on health and safety policies.

B Payment for overtime, granting of leave and prescribed working hours.

C Non-payment of bonuses, study leave, car and housing allowance.

D Training on how to form bargaining council. (1)

60. Why is safety important in the workplace?

A It improves worker sustainability and promotion.

B It decreases productivity and increases absenteeism.

C It reduces injury costs and absenteeism.

D It escalates injury costs and raise employee morale. (1)

**[60]**



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

## SECTION B

**The information below relates to the 3 levels of management.**

A. Participate in employment and training of lower-level management.
B. Lay down the objectives and broad policies of the enterprise.
C. Responsible for the quality as well as quantity of production.
D. Control and coordinate the activities of all the departments.
E. Assign responsibilities and tasks to various workers.
F. Responsible for coordinating the activities within the department.

61. From the information given, use the table provided in the answer booklet to distinguish between the 3 levels of management. Write the letter only. (6)

**Chance favours the prepared mind**

John was trained as a bricklayer at a TVET College. He could not be employed without practical experience. He hustled until he established his company, J Construction. His company was hired to build RDP houses in rural KZN. The area does not have running water; thus, he was forced to use Jojo Tanks.

The province experienced devastating floods in April 2022. Housing, water and road infrastructure was washed away, as a result the province needs skilled contractors to build the damaged infrastructure estimated at R17 billion.

62. Read the extract above and identify two strengths of J Construction. (2)

**A positive outlook on Gauteng Tourism.**

The Gauteng tourism sector is gradually recovering from the shutdown because of Covid-19. There is a steady increase in the number of tourists from the European countries such as France, Germany etc. In addition to Covid -19, scientists have discovered a new disease known as Monkey pox in the European countries.

63. From the above extract, identify two possible threats. (2)



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za

Susan manages a mobile burger stand in town. Each month the business incurs fixed costs of R1 800 and variable costs of R20. Each burger is sold for R52.90.

64. How many burgers must Susan sell to break-even? (5)

**[15]**

**End of test**



Downloaded from www.studypapers.co.za

Find Plenty of Free Study Resources at www.studypapers.co.za



Downloaded from www.studypapers.co.za