



EXAMINATIONS COUNCIL OF ESWATINI
Junior Certificate Examination

CANDIDATE
NAME

CENTRE
NUMBER

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CANDIDATE
NUMBER

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BUSINESS STUDIES

521/02

Paper 2

October/November 2023

1 hour 45 minutes

READ THESE INSTRUCTIONS FIRST

1. Write your name, centre number and candidate number in the spaces provided.
2. Answer **all** questions.
3. Write your answers using **blue** or **black** pen in the spaces provided.
4. Marks are given in [] 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.
7. You may use a calculator.

For Examiner's use	
1	
2	
3	
4	
TOTAL	

This document consists of **10** printed pages and **2** blank pages.

ZT TELECOMZ

ZT Telecomz is a public corporation that provides telecommunication services in country X. The business has branches all over country X. ZT Telecomz provides a range of services including landline telephone installations, internet connection, mobile-phone services, and money transfer services. The services provided by ZT Telecomz are needed, especially with all the changes brought about by the COVID-19 pandemic.

ZT Telecomz has employed more than fifty thousand workers, who specialise in different fields. Some of these workers are engineers, accountants, receptionists, tellers, cleaners and drivers. The workers belong to a trade union called Telecommunication Workers Union (TWU). The trade union sometimes organises industrial action for the workers.

The business is run by managers who head the branches and some specialist managers who head departments. The managers report to the Chief Executive Officer (CEO). The CEO holds meetings with the managers through video conferencing. The CEO has noticed a rise in communication barriers in the business resulting from the COVID-19 restrictions. The managers have been asked to suggest ways of overcoming the communication barriers.

ZT Telecomz banks with BN Bank. The bank provides ZT Telecomz access to the latest banking technology. This enables the business to trade easily. The CEO recently held a meeting with the Finance manager to discuss the branches budgets. The CEO has also requested the Operations manager to compile a report on the speed of completing payments when using cellphone banking versus over-the-counter cash payments. This is to help the business in deciding whether to phase out the use of cash by clients when paying for services.

Appendix 1

An extract from the report compiled by the Operations manager:

Payments completed	Payments through cell-phone banking	Over the counter cash payments
Per hour	10 000 payments	4 000 payments
Per day	205 000 payments	32 000 payments

QUESTION 1

ZT Telecomz is a public corporation that provides telecommunication services in country X.

(a) Identify **three** wants of the citizens of country X.

Want 1

Want 2

Want 3 [3]

(b) Explain **one** difference between the needs and wants of the citizens of country X.

Difference

.....

.....

..... [3]

(c) Explain **three** advantages to country X of having a public corporation such as ZT Telecomz.

Advantage 1

Explanation

.....

.....

Advantage 2

Explanation

.....

.....

Advantage 3

Explanation

.....

..... [9]

QUESTION 2

The managers have been asked to suggest ways of overcoming communication barriers existing in ZT Telecomz.

(a) State **three** qualities of a good manager at ZT Telecomz.

Quality 1.....

Quality 2

Quality 3 [3]

(b) Explain **one** way of over/coming communication barriers that ZT Telecomz could use.

Way

Explanation

.....

..... [3]

(c) Explain **three** functions of ZT Telecomz branch managers.

Function 1

Explanation

.....

.....

Function 2

Explanation

.....

.....

Function 3

Explanation

.....

..... [9]

QUESTION 3

The CEO held a meeting with the Finance manager to discuss the branches budgets.

(a) Identify **three** types of fixed costs incurred by ZT Telecomz branches.

Cost 1

Cost 2

Cost 3 [3]

(b) Explain **one** advantage of budgeting to ZT Telecomz.

Advantage

Explanation

.....

..... [3]

The trade union sometimes organises industrial action for the workers.

(c) Explain **three** types of industrial action that the union can organise for ZT Telecomz workers.

Industrial action 1

Explanation

.....

.....

Industrial action 2

Explanation

.....

.....

Industrial action 3

Explanation

.....

..... [9]

QUESTION 4

ZT Telecomz banks with BN Bank.

(a) State **three** features of a commercial bank such as BN Bank.

Feature 1

Feature 2

Feature 3 [3]

(b) Explain **one** function of money collected by ZT Telecomz.

Function

Explanation

.....

..... [3]

(c) Explain **three** functions of the Central bank in Country X.

Function 1

Explanation

.....

.....

Function 2

Explanation

.....

.....

Function 3

Explanation

.....

..... [9]

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