

PRINCIPAL EXAMINER'S REPORT



BOTSWANA
EXAMINATIONS
COUNCIL

JCE BUSINESS SUBJECTS

2021



General Overview

Generally, the Business Subjects papers assess Candidates' ability to demonstrate business knowledge and understanding of the business operations and its environment, as well as displaying business and entrepreneurial skills. This is done through assessing the ability to apply concepts, conventions, principles, techniques and solving problems in the subject area. This year's performance is similar to last year's performance as Candidates produced almost the same quality work.

COMMERCE AND OFFICE PROCEDURES

Section A

1. (a) Most Candidates were able to define specialisation correctly. Those who did not answer correctly missed the part on "time and effort" which was part of the definition.
(b) Majority failed to answer correctly the definition of division of labour as they repeated the word "division" instead of simplifying it by using the word "breaking down".
2. Most Candidates were able to identify a hawker from the scenarios than they did a mobile shop while others gave names of small scale retailers which were not relevant such as street vendors.
3. Most Candidates were able to state the effect of Neo's ill-health on productivity but failed to explain it.
4. (a) Majority were able to list at least one feature of a sole trader correctly, especially the one which states that "it is owned by one person". Some were giving the similarities of sole trader and partnership which was not correct.
(b) Most Candidates failed to list correctly the features of a partnership as they failed to specify the specific number of partners which is 2-20 partners. Only a few were able to list two correct features.



5. Most Candidates were able to at least state one negative effect of business activities on the physical environment. A few gave air pollution and water pollution as answers covered under global warming and land pollution respectively.
6. (a) Only a few Candidates were able to give the correct meaning of consumer protection. Some instead defined customer service and stated the laws used under consumer rights.
(b) Most Candidates were able to state at least 2 reasons why consumers need to be protected except a few who were stating the rights of consumers.
7. (a) Majority were able to state the correct leadership style which is Laissez faire, except a few who randomly gave other styles like democratic leadership style.
(b) Most Candidates failed to give the advantages of Laissez faire leadership style as they were giving the importance of having a leader in a workplace.
8. Most Candidates failed to give a correct reason for including a promotional technique in a market research, instead they singled out the importance of advertising to a business.
9. Few Candidates were able to give the correct meaning of casting vote. Most of them failed to include who cast the vote in the definition.
10. Most Candidates failed to state the correct factors needed to run a successful business, instead they stated and explained the factors to consider before starting a business.

Section B

11. Most Candidates failed to state the duties of a receptionist instead they stated the qualities such as being friendly to visitors except a few who stated all the duties correctly.

- 12.(a) Majority failed to describe permit mail as they described it as a mail that allows sending of mail after being given permission instead of a service which allows printing of mail impressions on an envelope.
- (b) Most Candidates wrongly described Post Office Box as a service that gives a customer a box to send and receive mail instead of a service which allows a person to access mail flexibly from a rented box.
13. Most Candidates were able to state the possible effects of coming late to work although they failed to explain their effects. Only a few managed to state the effects and explained them.
14. Majority wrongly stated the use of out marker cards as being used to know who took the missing document instead of being used to know who took a missing file.
15. Most Candidates wrote the characteristics of filing instead of the rules of indexing.
16. Most Candidates failed to complete the template used for composing an electronic mail, instead they confused electronic mail with a letter.
17. Majority were able to name correctly an office machine which is connected to a telephone line and used to send written documents as facsimile and some gave office machines like photocopier.
18. Most Candidates failed to state the uses of a switchboard as they confused them with the uses of a telephone.
- 19 (a) Most Candidates described data in a database as information in a computer instead of raw information to be processed by a computer.
- (b) (i) Majority failed to correctly describe a field in a database. They described a field as a heading of a table, a place for ploughing, instead of a sub division of an item of information in a record.
- (ii) Most Candidates failed to describe a record in a database as they gave answers like information stored in a database instead of a collection of fields.



20. (a) Majority failed to define computer software as they gave answers such as parts of a computer instead of programs that enable a computer to perform a specific task.
(b) Most Candidates were able to give correct example of a computer software package used in the office, only a few did not answer the question.
21. Most Candidates were able to describe correctly the importance of an agenda in a meeting. Just a few confused duties of a chairperson with the importance of an agenda.
22. Most Candidates were able to correctly give the uses of an A5 paper but failed to give the correct uses of an A4 paper in an office. Instead they gave the general uses of papers such as writing notes and letters.

PAPER 2

Section A

1. (a)(i) Most Candidates were giving the general importance for trade discount such as 'attracting more customers' while others described trade discount instead of explaining the importance of the trade discount to the buyer.
(ii) Only a few were able to explain the benefits of cash discount to the seller while majority described the discount instead.
- (b) (i) Almost all Candidates were able to identify primary and tertiary stages which Mr Morupisi is involved in.
ii) On average, Candidates performed very well on this question as they were able to state the advantages to Mr Morupisi of selling on credit.
- (c) Majority failed to explain that the supply of vegetables will decrease but rather explained that production will decrease.
2. (a) Most Candidates successfully defined inflation.
(b) Most Candidates explained the effects of inflation as hunger instead of poverty. Some gave an explanation of inflation rather than its effect on the citizens of Botswana.

- (c) Majority explained the procedure for conducting the meeting instead of that of calling a meeting. For those who were able to list the steps, they failed to arrange them in logical order.
3. (a) Majority were able to satisfactorily describe the functions of Alpha Commercial Bank to Sunshine (Pty) Ltd.
- (b) Most Candidates were able to fill in the cheque correctly. A few failed to write the sum in words correctly as they missed the word 'only' and did not write the amount in figures correctly.

Section B

4. (a) Majority of Candidates failed to correctly state the services provided in an office. Most were mentioning the importance of an office.
- (b) Most were able to state facilities such as windows and ventilation but failed to explain how they help in safety and health issues.
- (c) Most Candidates managed to state the use of a folding machine but failed to state that of a scale.
5. (a) Most Candidates were able to name the numerical filing method and the reason for stating that the method was numerical.
- (b) Few managed to write correct characteristics of a good filing method while some gave the reasons for filing instead.
6. Most Candidates managed to prepare the Visitor's Register. Some however, failed to include the date when entering details for the visitors. Only a few managed to answer the question correctly.

COMMERCE AND ACCOUNTING

PAPER 1

Section A

1. (a) Most Candidates did not define specialisation correctly mainly because of the key words. They used the word specialise in their answers instead of using words like 'focus or concentrate'. Some confused specialisation with division of labour to define specialisation. Others wrote the advantages of specialisation instead. Some wrote answers which were not even related to specialisation while others left blank spaces without attempting the question.
(b) Candidates performed badly in this question not because they did not understand what division of labour meant. They failed to correctly define division of labour as they used the word 'divide' when defining instead of synonyms like breaking down, separate, split, the work into smaller tasks or separate one large job into tasks.
2. Majority of Candidates failed to state all the two small scale retailers described in the scenario. Only a few managed to state them as a hawker and a mobile shop respectively. Some Candidates instead of naming them correctly, they outlined the selling methods used by these retailers like door-to-door selling.
3. Majority of Candidates correctly identified the effect of Neo's ill-health on productivity which is lowering productivity but failed to explain what caused the effect. They were supposed to explain that she has become weak due to ill-health therefore lowering productivity.
4. (a) Most Candidates wrote features that are for all business units instead of distinguishing ones for a sole trader alone. Candidates were expected to state features which are only applicable to a sole trader, such as; it is owned and controlled by only one person; it is financed by only one person.



- (b) Most Candidates wrote features that are for both business units instead of distinguishing ones for a partnership. Candidates were expected to state features which are only applicable to a partnership business, such as; it is owned and controlled by 2-20 partners; there is consultation; profits and losses are shared among partners.
5. Most Candidates failed to state the negative effects business activities might have on the physical environment. A lot of them stated activities like deforestation, pollution and water pollution instead of their effects which include global warming, soil erosion, land pollution and noise pollution.
6. (a) Majority failed to explain consumer protection as the effort made to ensure that consumers get a fair treatment. They instead gave examples of consumer rights and laws made to protect consumers.
- (b) Majority did well in this question. They were able to give reasons for protecting consumers such as, 'they are protected from dangerous products, unfair pricing, misleading advertisements, inferior goods or poor quality goods, and underweight goods.
7. (a) Most Candidates did well in this question. They were able to identify the leadership style described in the scenario as laissez-faire. Some who did not do well indicated that the answer is democracy.
- b) Only a few Candidates partially answered this question correctly. Most confused the advantages of laissez-faire leadership style with that of a democratic leadership style.
8. Majority of Candidates failed to explain why promotional techniques should be included in a market research. Most of them stated advantages of advertising such as it leads to customers knowing about the products available. A few of them managed to state that the promotional technique should be included in a market research as it helps businesses to know the promotional method used by competitors so they know how they can win customers from them.

9. Most Candidates failed to answer this question as they could not draw the difference between voting, casting a vote and majority rule. A few across the centres did well in this question. They explained casting vote as the second vote done by a chairperson to break a tie.
10. Majority failed this question as they explained factors of production, such as land, and capital. They also gave characteristics of an entrepreneur such as self-confidence. Only a few candidates managed to give a factor and explain it. They mostly stated determination and indicated that it will help the entrepreneur to overcome problems and obstacles he/she may encounter when running a business.

Section B

11. (a) Majority of Candidates managed to define non-current assets as expected by stating the key terms of the answer being possession/items of value/resources/property owned by the business over a long period of time. Few did not answer the question well because they were not stating the period of use. Instead most of them defined current assets, others defined assets, whereas some defined long term liabilities.
(b) Majority of Candidates managed to give examples of current liabilities which are trade payables, bank overdraft, short bank loan, but some failed because they gave examples of assets, expenses and non-current liabilities.
12. A lot of Candidates did not answer the question correctly. They gave different answers which showed minimal understanding of accounting concepts. Most gave answers such as accounting terminologies, accounting rule, personal accounts and nominal accounts. Only a few managed to get this answer correctly by giving answers such as business entity or just separate legal entity.



13. Most Candidates were getting it correct to say when assets increases they are debited and when they decrease, they are credited. Few Candidates misplaced the two terms by swapping them.
14. Candidates failed the question because they made some incomplete entries as they omitted important information like year of the transaction, date, details, and amount. Others failed to apply the double entry rule correctly as they debited XYZ Motors Account and credited Motor van account instead of doing it the other way round.
15. Most Candidates identified that the question was dealing with the accounting equation but failed to apply the effects of the transaction on the accounting equation. Some randomly picked the given figures and entered on the given spaces but failed to apply the effect the transaction had on assets and liabilities of Bame's business.
16. Most Candidates did not answer the question correctly, they made wrong entries by debiting rent receivable and crediting cash account. They also wrote rent under details column instead of rent receivable in a cash account, thus getting it wrong. Few Candidates got the answer correct by debiting cash account and crediting rent receivable account.
17. (a) Most Candidates performed well in this question as they indicated the use of the date column. A few stated that the date column is used to record when the transaction were recorded which is wrong because it is used to record when the transaction took place.
 - (b) Majority of Candidates failed to state the use of the details column in the cash book as most of them stated that it records transactions instead of the other account or the description or purpose of the transaction.
 - (c) Majority of Candidates did not do well as they described discount received, discount, or discount given to debtors which left out customers who paid cash. Only a few managed to correctly state that the column is used to record the amount of discount given to a customer.



18. Candidates failed to come up with the reasons for preparing a trial balance. They gave a lot of incorrect answers such as to calculate profit and loss, to check accuracy of the cash book, instead of to check the arithmetic accuracy of the ledger entries, to prepare financial statements, and to check the correctness of the double entry system.
19. Most Candidates managed to state the section under which trade payables are recorded in a statement of financial position as the current liabilities. Only a few gave a wrong response as current assets.
20. (a) Most Candidates did not do well in this question. They recorded correctly but did not complete the date column well. Most of them wrote incorrect dates for balance c/d that were not at the end of the month. Some swapped balance c/d with balance b/d. Only a few Candidates wrote the balance dates well, balance c/d as on 30 June 2020, balance b/d on 01 July 2020 with correct amounts and details.
(b) Majority of Candidates did not do well as they recorded entries on the debit side of the sales account and most of them recorded on both sides of the ledger. Only few Candidates who did well managed to write the entries on the credit side of the sales account with correct date 04/06/2020, details as cash and amount as P100.
21. Most Candidates managed to state the term which clubs and societies use as equivalent to profit for the trading year. Few Candidates who got it wrong wrote responses such as subscriptions, income and accumulated fund instead of a surplus.
22. Majority of Candidates did not do well as they failed to update the cash book correctly. Most of them did not attempt it, leaving blank spaces, others mixed the entries to be debited with those to be credited. Some did not write the dates while others wrote the wrong or incomplete dates more especially the November dates or year 2021. Others used the cash column instead of a bank column for the amount. They were expected to record balance b/d and credit transfer as on the 31 October 2020 on the debit side and the Bank charges on the credit side as on the same date.

PAPER 2

Section A

1. (a)(i) Most Candidates defined what trade discount is instead of explaining the importance to the buyer. Majority of them explained the importance of selling on credit instead of answering the question. Very few of them answered the question well.
(ii) Majority defined cash discount instead of explaining its importance to the buyer. They also explained it as a cash transaction, except for a few who answered the question well.
 - (b) (i) Most Candidates identified the two stages of production which Mr Morupisi is involved in which are primary and tertiary, except for a few who gave wrong stages of production.
(ii) Most Candidates associated selling on credit with profit making which made them get the answer incorrect. Some Candidates stated the disadvantages of selling on credit by Mr Morupisi. Only few Candidates stated the disadvantages of selling on credit by Mr Morupisi.
 - (c) Most Candidates explained the possible negative effects of intending to sell Mr Morupisi's produce to other people /individuals on the economy of Botswana instead of globally. Few Candidates stated the correct points but failed to explain them as to how they affect the economy of Botswana.
2. (a) Majority managed to define the term inflation. Few Candidates omitted the following important key words in their definition: general; continuous; price increase.
(b) Most Candidates managed to state points on effects of inflation but failed to explain them which made them lose marks. Some explained effects of inflation on the country and not on the citizens. Few however, managed to fully explain the effects of inflation on the citizens of Botswana.



- (c) Most Candidates managed to list the procedure for calling a meeting, even though some of them were not logically arranged. Very few failed to state the procedure for calling a meeting.
3. (a) Most Candidates answered this question well by describing two functions performed by Alpha Commercial Bank except for the few who stated the functions but failed to describe them properly.
- (b) Majority of Candidates managed to complete a cheque correctly except for a few who failed to close the figure P1 500 while others omitted the word 'only' when writing the sum in words. Some Candidates wrote their own names when signing the cheque instead of an appropriate signature of Tebogo Diano.
4. (a) Most Candidates managed to calculate working capital. They failed to work out the surplus to be added to the accumulated fund. However, some Candidates failed to prepare a Statement of Financial Position as they lacked understanding of the principles and concepts. They failed to identify the non-current assets as well as current assets.
- (b) Majority managed to record the effects properly. However, some Candidates showed lack of understanding of the concept of dual aspect of a transaction.
- (c) For most Candidates, it was evident that they did not have any idea on computerised accounting as they failed to answer the question. Some Candidates were using the terms given; documentation, accuracy, and back-up to answer the difference between manual and computerised accounting systems. Majority of Candidates did not write about the keeping of documents, but rather about the easy retrieval of documents. The general observation was that most Candidates were not taught computerised accounting.

PAPER 4

General Overview

This component as an alternative paper to coursework, requires learners to demonstrate business skills such as critical thinking, investigation, problem solving as well as decision making skills. This year's cohort failed to adequately demonstrate the above mentioned skills as their performance was generally not good. Centres performed badly and are advised to ensure that learners are equipped with relevant business skills as per the requirements of the assessment syllabus to enable candidates to respond well to items set without much difficulty.

- (a)(i) This question was poorly answered by all Centres. Candidates failed to identify the likely technique which Kitty could have used to come up with the business idea. They gave incorrect answers such as; observation, market research, instead of stating that Kitty used problem solving.
 - (ii) Candidates did fairly well on this question since they were only able to state that the face masks will prevent the spread of Covid-19 but failed to explain how masks will prevent the spread.
 - (iii) Majority of Candidates failed to describe Kitty's potential market size as they gave incorrect answers such as describing the size of masks but not the potential market size.
- (b) Some Candidates were able to give correct self-introduction in relation to the scenario like stating the name of the researcher (Kitty), her class (2B), name of her school (Ntsaya JSS) and her subject. Majority of Candidates did not do well as they used their names and names of their respective schools.
- (c) (i) Most Candidates did not do well on this question as they were unable to state any 2 pieces of information Kitty is likely to collect from the market research e.g

price, competitors, customer preference. Instead candidates explained consequences of not wearing masks.

- (ii) Most Candidates failed to identify information that Kitty is likely to collect from the market research.
- (d) Most Candidates did not show understanding of this question. They did not describe the ethical issues that Kitty could observe in her business of producing masks. The answers given were irrelevant.
- (e) Majority of Candidates managed to answer this question as they were able to show the product being advertised (face masks) and the price. Only a few were able to give the correct location of the business and the correct promotional message. Most Centres did fairly well on this question.
- (f) Candidates did not do well on this question as they failed to describe how Kitty would use door-to-door selling method to sell her face masks. They gave irrelevant answers like; stating that Kitty will move from house to house and that she will end up being attacked by dogs.
- (g) A good number of Candidates were able to calculate the missing figures from Kitty's cash flow forecast.
- (h) (i) Most Candidates failed to describe any two contents of a Partnership Agreement. Some gave duties of partners or rather described partnership deed.
(ii) Most Candidates did not do well in this question. They were unable to explain benefits of forming a partnership. Fewer Candidates gave correct answers like being able to share the work load but failed to explain how it will be beneficial to the partnership.
- (i) The question was poorly answered by most Candidates as only a few managed to outline duties of a Production Officer in relation to Kitty's business of producing face masks.