

# PRINCIPAL EXAMINER'S REPORT



BOTSWANA  
EXAMINATIONS  
COUNCIL

## JCE BUSINESS SUBJECTS

2025



## **COMMERCE AND ACCOUNTING**

### **PAPER 1: THEORY**

#### **General Comments**

The paper requires candidates to show their ability to demonstrate business skill and show knowledge and understanding in relation to concepts, principles and techniques in commerce and accounting. For this year's cohort candidates demonstrated their ability to show the said skill significantly better than those in previous year (2024). This year's cohort was able to demonstrate the knowledge skill better than those in 2024 as for the recall questions they did very well and for those requiring them the display understanding most of them, could easily undergo a bit of mental processing in dealing with business concepts and principles.

#### **Comments on Individual Questions**

##### **Section A**

- 1 Most candidates did well in defining an entrepreneur as a person who takes a risk to start business. A few that failed did not meet the required standard as they gave answers related to production and some were not related to the question asked.
- 2 Almost all candidates did very well in stating the functions of a wholesaler. The most common correct response given was breaking bulk, giving customer advice, offering warehousing facilities. A few that failed gave wrong answers such as selling goods in bulk, buying from producers.
- 3 Almost all candidates failed to explain the meaning of economic diversification as the process of coming up with different ways of improving the income of the country to add to the one which is in use, but rather gave answers such as forming single international market, developing the sector by varying activities.
- 4 (a) Majority of candidates managed to give an example of zero-rated goods in Botswana which are maize meal, condom, unprocessed food etc. and those who failed their common wrong answers were; plastic, illegal drugs, education etc which were standard rated and some being services.  
(b) Almost all candidate managed to calculate the amount of VAT paid by Jomo which was  $\frac{14}{100} \times P150$  or  $\frac{150 \times 14}{100}$ . The candidates who failed added the VAT amount to cost price which gave them P171.00, some subtracted VAT amount from cost price which gave P129.00 and some used wrong formulas.

**Answer: P21.00**

- 5 Most of the candidates managed to give a correct difference between savings account and a current account as they stated that in savings account one can keep money and withdraw it at a given time while a current account one is able to withdraw at any time. Those that lost marks gave answers relating to interest charges to savings and fail to show that current account has service charges instead they stated no interest



- 6 Almost all of the candidates managed to explain how the consumer associations can be beneficial to a consumer by stating that it creates awareness so that consumers know about their consumer rights. Those that failed stated that they provide customer service and it will attract more people to buy from the business
- 7 Almost all candidates managed to explain how consumer associations can be beneficial to a consumer by stating that it creates awareness so that consumer know about their consumer rights. Those that failed stated that they provide customer service or it will attract more people to buy from the business.
- 8 Almost all candidates managed to list one or two ways of protecting consumers in Botswana which are laws/legislation, reporting unfair business practices, consumer association. Those that failed their common wrong answers were; protection from false advisement, high pricing and unsafe products.
- 9 Almost all candidates managed to clearly define casting vote as a vote done by the chairperson to break a tie and those that failed gave answers as a vote done to choose a new chairperson in a meeting.
- 10 Majority of candidates failed to explain money as a store of value because they explained as a medium of exchanges, some explained qualities of money like money should be durable. Those that accessed marks gave answers such as money can be saved and used at a later date.
- 11 Almost all candidates managed to state leadership styles such as autocratic, democratic and those that failed, wrote business units like sole proprietorship.
- 12 Majority of candidates managed to state the importance of an agenda in a meeting such a guide on what to be discussed, helps to keep order in a meeting. The candidates who failed instead explained the importance of notice and minutes in a meeting as they provide answers like to show date and venue of the meeting, it keeps attendance of who supposed to be in a meeting.
- 13 Majority of candidates were able to state the effects of unemployment such as it leads to poverty as people has no money to buy basic needs, leads to crime trying to sustain themselves. Those that failed explained unemployment as when people want to work but have no jobs and some wrote solution to unemployment like doing business and rearing animals for survival.

### Section B

- 14 (a) Majority of candidates correctly defined Accounting as the analysis and interpretation of financial information for decision making. However, a few could not do so as they instead defined bookkeeping by stating that 'it deals with recording financial information in the books of accounts, some defined accounting as a subject and blank spaces were observed in several centres.
- (b) Most Candidates were able to define unpresented cheques by indicating that they are cheques issued by business but not yet presented and processed by the bank. Some candidates who did not do well in this task defined dishonoured cheques, uncredited cheques, some stated they are cheques which are found in the cash book and bank statement which was incorrect.



- (c) The part question was poorly done as few candidates across the centres managed to define bank overdraft as withdrawing more than one has in the bank account, while some failed as they define a loan, on the other hand some limited their answer to withdrawing more money in the bank account. Others mentioned that bank overdraft is a loan, or long-term loan instead of short-term loan.
- 15** Most candidates did well to debit on increasing assets and credit for decreasing assets. A few candidates could not show double entry rules but rather repeated the effects and swapped their answers. Others omitted the question.
- 16** (a) Most of the candidates did very well on this question as they were able to show correct treatment of expenses on the income statement. There were few candidates who omitted the question. In some cases, candidates mentioned answers like added, credited which resulted in loss of marks.
- (b) Majority of candidates were able to get minimum marks, which shows the performance of this question was average. A lot of candidates could not explain the answer they got in 16(a), that is to show the actual performance of the business. Very few omitted the question.
- 17** (a) Candidates in most cases only mentioned that cheque was used, hence partially analysing transaction given. Some failed to analyse the transaction given, as they confused it to a bank loan, other stated that the customer is being paid instead.
- (b) Majority of candidates were able to identify the correct component of statement of financial position. Some chose incorrect components, other ticked both components while some wrote amounts in the boxes instead. Few candidates omitted the question.
- 18** Generally, candidates did well indicating that accounting software packages are used to record transactions and analyse them. A few did not do well as they focused on packaging of goods for safety purposes.
- 19** Majority of the candidates showed understanding of the trial balance as they correctly indicated that a trial balance is prepared to check errors in double entry, a basis for preparing final accounts and that is meant to check arithmetic accuracy. A few however, failed as they stated that it is done to check whether the business made profit or loss.
- 20** (a) Most of the candidates were able to show the effects of transactions on assets and liabilities while others mixed them. A few showed one effect which led to partial marks.
- (b) Most of the candidates met the requirement as they showed the effect of drawings on capital as decrease or reduce. Some partially answered the question by giving one effect. Few candidates defined drawings or showed “no effect” which led to lose of marks.
- 21** A few candidates correctly indicated that the details column is used to write names of accounts affected. However, most of the candidates stated that the column is used to record transactions, hence they failed. As for usage of the discount column, most candidates correctly showed that the column is used to record deductions received or offered by a business.



- 22** A few candidates could not calculate the cost of sales as they just added all the figures provided in the question. Most of the candidates earned a mark by subtracting closing inventory. Some of the candidates did not separate question 22 and 23, they used figures in question 23 to answer question 22 and vice versa.

**Answer:** 7 500, 1 000 & 6 500

- 23** The question was moderately answered because some candidates were able to calculate the bank statement balance correctly by subtracting uncredited cheques from the cash book balance to get P9000.00. others did not do well but rather added all the figures, hence losing marks.

Other candidates subtracted but the outcome was the result of addition. Some made arithmetic errors like P8000 and P9500. This showed a need for calculators. Some did not separate question 22 and 23, as they needed some figures in question 22 to answer question 23. Some used wrong responses in question 22 to answer question 23 while some calculated well but wrote the wrong response.

**Answer:**      Cash book balance      = 12 500  
                    Less: Uncredited cheque = 3 500  
                    Bank statement balance = 9 000



## **PAPER 2: THEORY**

### **General Comments**

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 the ability to apply concepts, principles, techniques and solving problems in the subject area.

### **Comments on Individual Questions**

#### **Section A**

**1** The cohort was given an advertisement of a stove at JVD Furniture, which is to be sold on hire purchase. From the advertisement, the cohort was expected to calculate the selling price of an item if sold on hire purchase, to state the advantages of hire purchase and to explain the disadvantages of partnership.

**(a)** Most of the candidates were able to calculate the selling price of an item sold on hire purchase. Few of them added deposits to the monthly instalments instead of multiplying the monthly instalments by duration and then added deposits, so they lost marks.

**Answer:** P6 700

**(b)** Most of the candidates lost marks on this question as they gave the advantages of using a store instead of advantages of hire purchase. Few candidates who accessed minimum marks did not explain their point but rather listed the advantages leading to loss of marks

**(c)** This was a fairly performed question as most of the candidates were able to explain the disadvantages of partnership. Only few of the candidates confused disadvantages with the advantages of partnership, which was not required by the question.

**2** The question required the candidates to state the differences between factory selling and door to door selling, to describe any two features of good customer service and to give functions of central bank and to explain any cause of inflation. The cohort was given a scenario where Tobby sells curtains and uses the factory selling method as opposed to the door-to-door method.

**(a)** Majority of the candidates were able to give the difference between door-to-door selling and factory shop selling. This resulted in making this question as one of the questions students performed well.

**(b)** Majority of the candidates managed to give a full description of features of good customer service and by so doing attracted maximum marks. Only a few candidates managed to only state the features of good customer service, and this resulted in losing some marks.

**(c) (i)** Most of the candidates were able to list the functions of the central bank correctly. Few candidates listed the functions of the commercial bank.

**(ii)** Majority of the candidates scored all the marks on this question as they were able to explain causes of inflation. Few candidates could not explain the causes of inflation instead they only listed the causes of inflation leading to loss of marks.



- 3** The question required the cohort to enter the given transactions, for the month of October, for Zacks (Pty) Ltd, who maintains a Petty cash book, using the imprest system.
- (a) Majority of the candidates were able to record transactions in the petty cashbook correctly. Few of the candidates failed to record the amount under the correct analysis column hence lost marks.
- (b) Few candidates were able to balance off the petty cashbook, the majority showed lack of skill on how to balance the petty cashbook hence lost all the marks

**Section B**

- 4** Most of the centres did very well in this question as they were able to prepare the correct statement of financial position as a result maximises the marks. Few of them failed to show the elements of Statement of financial position, however, some of the candidates wrongly misplaced the items under their correct headings such as current and non-current assets. Some of the candidates mixed the current assets with non-current assets. Most of them failed to calculate the capital. Few of the candidates prepared the trail balance instead of Statement of Financial Position. Centres are commended for imparting the skill of preparation of the statement of financial position. However, more emphases should be done on the current assets and non-current assets.
- 5** Most of the candidates prepared income statements instead of trail balance. Some of the candidates wrongly misplaced the items, the recorded expenses on the credit column and the revenue on the debit column. Most of the candidates failed to align the items with their correct figures. Few of them did not calculate capital correctly while others did not include it at all. Centres are encouraged to give more practice on the preparation of income statements and trail balance.



## **COMMERCE AND OFFICE PROCEDURES**

### **PAPER 1: THEORY**

#### **General Comments**

The Business subjects paper assess candidate's ability to demonstrate business knowledge and understanding of business operations and its environment, as well as displaying business and entrepreneurial skills. This is achieved by assessing the ability to apply concepts, principles, technologies and solving problems in the subject area. The component is out of 50 marks with two (2) sections, section A being Commerce scoring 25 marks and Section B being Office Procedures carrying 25 marks. The examination was well balanced as candidates were attempting questions in both sections.

#### **Comments on Individual Questions**

##### **Section A**

- 1 The candidates were asked to define an entrepreneur, and the question was well done. Most candidates managed to define the term entrepreneur as someone who takes a risk of starting a business and enjoys the rewards and further described using qualities of an entrepreneur such as risk taker, time conscious and innovative. The few candidates who failed this question defined an entrepreneur as a person who provides quality goods to people, while others described an entrepreneur as the buying and selling of goods.
- 2 The question required the cohort to state any two functions of a wholesaler. Most candidates did well as they were able to give relevant functions of a wholesaler such as breaking bulk, pre-packaging of goods, providing warehousing facilities, stabilized pricing etc. Few candidates did not manage to score a mark as they gave functions such as selling goods in bulk, selling goods, while others were just giving commercial activities like warehousing transport.
- 3 In this question the candidates were asked to explain the meaning of economic diversification. Few candidates scored marks on this question as they explained diversification as the process of shifting the economy away from single / few income sources towards multiple / many sources of income. Most candidates failed the question as some addressed the single unit only, or multiple sources of income only, therefore scoring one mark. While others did not score a mark as they gave examples of diversification such as tourism, diamond, agriculture etc.
- 4 (a) The question was well done as most candidates scored a mark as they gave relevant examples of zero-rated goods such as unprocessed agricultural products e.g. baby products or prescribed drugs, maize meal and all exported goods. Just a handful of candidates could not score a mark as they were giving exempted goods such as education, transport etc.  
  
(b) The candidates were expected to calculate the amount paid by Jomo and were also required to show their working. Few candidates did not score marks as they gave the selling price instead of VAT, others scored a mark for the correct final answer and lost a mark for the formula i.e.  $14/150 \times 100$  instead of  $14/100 \times 8150$ . Most candidates scored a mark as they used the correct formula which is  $14/100 \times P1500$ .

**Answer:** P2100



- 5** This question required the candidates to complete the table by stating two differences between a savings account and a current account. Most candidates failed this question as they failed to differentiate savings account and current account. They were giving answers such as savings account lasts for a long time while current accounts do not last, others stated that current accounts do not have charges while savings account have charges. A few candidates who scored marks gave answers such as savings accounts earn interest while current accounts have service charges, savings accounts number of withdrawals is limited while current accounts number of withdrawals is unlimited.
- 6** The candidates were expected to explain any disadvantage of using an ATM in this question. Candidates managed to explain the disadvantages of using an ATM giving relevant answers such as one may forget the pin, he/she has no access to the money leading to inconveniences, which were the most common responses. Only a few candidates failed to explain the disadvantage as one may forget the pin, there is a limit on daily withdrawals by ATM card. Some failed to get a mark as they gave answers such as people will lose money in their banks etc.
- 7** The candidates were tasked to list any two ways of protecting consumers in Botswana and the question was well done. Majority of Candidates managed to explain to explain how consumer association can be beneficial to a consumer giving incorrect answers such as one can be able to report to them, people will return expired goods and can be assisted fast. Few candidates scored marks as they stated that consumers association helps to protect the interest of consumers and also helps to educate consumers.
- 8** This question required the candidates to write any two ways of protecting consumers in Botswana and the question was poorly answered as most candidates gave answers such as protecting them from people who scam, providing consumers with quality and safe goods. A few candidates scored marks as they gave answers such as reporting unfair trading practices, enforcing consumer law and forming consumer associations.
- 9** The question required the candidates to explain the term casting vote as used in meetings. A few candidates failed this question as they were addressing majority rule instead of casting vote while others stated that it is a vote done by attendees instead of a chairperson's vote. Most candidates scored marks as they explained casting vote as a chairperson's second vote to break a tie.
- 10** The task required the candidates to explain money as a source of value. Most candidates failed this question as they gave characteristics of money such as money should be durable and portable. A few candidates scored a mark as they explained that money is an asset that can be invested and then later used to purchase something in the future, i.e. selling goods now and saving the money to be used in the future.
- 11** In this question the candidates were tasked to list any two leadership styles and was well answered. Most candidates were able to give correct leadership styles such as autocratic, democratic and laissez-faire leadership styles. Just a handful of candidates failed the question as they gave answers such as monarchy, partnership and manager leadership style.



- 12** State why a meeting agenda is important. – A few candidates failed this question as they addressed a notice, that it informs people about the meeting. Most candidates scored marks as they explained that the agenda prepares attendees of what will be discussed, defines goals and objectives of the meeting.
- 13** Candidates were expected to explain any effect of unemployment in Botswana in this question. Most candidates were able to describe unemployment correctly as it leads to poverty and crime. A few candidates failed the question as they gave incomplete answers by stating the effect and failing to explain it i.e. poverty, crime. Therefore, Centres are advised to emphasise more on the questions that requires the candidates to show reasoning skills such as in explain and discuss type of questions.

### **Section B**

- 14 (a)** Define indexing. Most candidates failed this question as they defined indexing as an arrangement of files in an office, while others stated it as the sorting of files by hand. A few candidates scored marks as they defined it as a system which helps to locate files.
- (b)** Most candidates failed to define email as they gave answers such as a message sent through the post office, other said it is a message sent between organizations. A few candidates scored a mark as they defined email as using electronic devices to deliver messages across computer networks.
- 15** This question required the candidates to list any two contents of a first aid kit. Most candidates did well in this question as they gave contents such as gloves, cotton wool, gloves, tweezers, cold pack and antiseptic. A few candidates who failed this question gave answers such as painkillers, injection and medicine.
- 16** Candidates were tasked to describe the appropriate location for an office reception. Most candidates were able to identify the appropriate location which is normally at the main entrance of a building and failed to explain why it is located at the main entrance. A few candidates scored marks as they described that a reception is located at the main entrance of a building because it is the first place or room accessed by visitors, where they are received/greeted and guided into the organization.
- 17** The candidates were tasked to complete the table by indicating the appropriate software application package for designing presentation slides and performing calculations and graphs. Most candidates failed to identify relevant software packages as they gave answers as follows; design slides – monitor, Microsoft word. On Performing calculations they gave responses such as keyboard, calculator. A few candidates were able to score marks as they identified software for designing slides as Power point while software for performing calculations and graphs as Spreadsheet.



- 18** The question required the cohort to state an example of office equipment used when transmitting documents and wh6 business service is used by some businesses. And the question was somehow well attempted.
- (a) The candidates were asked to give one example of office equipment used to transmit written documents. Most candidates scored marks on this question as they gave the correct answer as fax machine. A few candidates failed this question as they gave answers such as mail tray, photocopying machine.
- (b) The question required the candidates to state any reason why business reply service is used by some business. Most candidates managed to give reasons why business reply service is used, as it encourages customers to reply. A few candidates failed this question as they gave the benefit to customers which is spending less money on postage and being cheap.
- 19** The question required the candidates to list any three parts of a savingram. Most candidates scored marks as they gave correct answers such as Tittle, Recipient, Subject, Signature, Sender, Body, Date. Few candidates failed this question as they gave answers such as address, complementary closure and Letterhead.
- 20** The candidates were to state any three ways which interviewees should behave during an interview session. Most candidates did not score marks on this question as they gave the wrong answers such as being polite , wears formal clothes, do not use jargon when communicating. A few candidates scored marks giving the right answers such as do not fidget, sit upright, do not interrupt the interviewer, listen carefully to the interviewer.
- 21** This question was poorly done. The question required the candidates to describe manual filing and also to explain the type of filing used by Mabito JSS having been given a scenario.
- (a) The candidates were task to describe Manual Filing. Most candidates lost marks in this question as they described manual filing as sorting files so that they can be easily retrieved, others stated it as filing documents manually. A few candidates scored marks as they described it as physically sorting paper records in file folders and filing cabinets.
- (b) The question required the candidates to explain the type of filing used by Mabito JSS. A few candidates did not score marks in this question as they gave the wrong types of filing such as centralized filing, numeric filing, alphabetical filing, decentralized filing. Most candidates scored marks on this question as they identified the filing as Alpha-Numeric filing which is a combination of alphabets and numbers.
- 22** This task required the candidates to explain any which one way being punctual at work may benefit employees and it was poorly answered. Most candidates did not score full marks but where able to identify the benefit such as one can be promoted, they will start the day well, it helps to avoid stress, and they may avoid accidents but failed to explain the points stated. A few candidates scored marks as they explained that one may start the day well and make it enjoyable which will lead to good quality work while others said they may avoid accidents which may be caused by rushing to work and such be productive.



**23** In this question, the candidates were given in which from it they had to calculate the value of stamps used and the amount of stamps remaining. The question was well done. Centres are commended for enhancing mathematical skills concerning monetary on their candidates.

**(a)** The candidates were tasked to calculate the value of stamps used. Most candidates scored marks as they gave the correct amount of stamps used which is P51.25 which was reached by adding P5.50, P15.75 and P30.00. A few candidates lost marks on this question as they added only two figures e.g. P5.50 + P15.75 and left one figure out which resulted in loss of marks.

**Answer:** P 51.25

**(b)** The candidates were required to calculate the amount of stamps remaining. Most candidates were able to score marks as they were able to subtract P51.25 from P100.00 and got the final answer of P48.75. A few candidates failed this question as they were adding P51.25 and P100.00 and got the wrong answer of P151.25.

**Answer:** P48.75



## **PAPER 2: THEORY**

### **General Comments**

In Commerce and Office Procedures paper 2, candidates are assessed on Business and Entrepreneurial Skills. Candidates are expected to demonstrate the skills of establishing, operating and managing a business by:

- planning the business structure and work schedules, financing, marketing strategies and production processes,
- recording and processing information, and
- storing and managing business information

### **Comments on Individual Questions**

#### **Section A**

- 1 The cohort was given an advertisement for a stove at JVD Furniture, which is to be sold on hire purchase. From the advertisement, the cohort was expected to calculate the selling price of an item if sold on hire purchase, to state the advantages of hire purchase and to explain the disadvantages of partnership.
  - (a) The question required the cohort to calculate the selling price of the stove if sold on hire purchase, showing the working. Majority of candidates did not calculate the selling price correctly, as they have failed to follow the correct steps or formula for calculating the selling price resulting into the wrong answer. Only few numbers of candidates were able to use the correct formula or the steps resulting to the correct answer.
  - (b) Most of the candidates lost marks on this question as they gave the advantages of using a store instead of advantages of hire purchase. Few candidates who accessed minimum marks did not explain their point but rather listed the advantages leading to loss of marks.
  - (c) This was fairly well performed question as most of the candidates were able to explain the disadvantages of partnership. Only few of the candidates confused disadvantages with the advantages of partnership, which was not required by the question.
- 2 The question required the candidates to state the differences between factory selling and door to door selling, to describe any two features of good customer service and to give functions of central bank and to explain any cause of inflation. The cohort was given a scenario where Toby sells curtains and uses the factory selling method as opposed to the door-to-door method.
  - (a) Candidates were to state one difference between factory selling and door to door selling in the given table. Majority of candidates were able state one difference factory selling and door to door selling.
  - (b) The question required candidates to describe any two features of good customer service which Toby should display. Few numbers of candidates were able to describe the features of good customer service that Toby should display.



- (c) The question indicated that, Toby operates a savings account with a Commercial Bank rather than a Central Bank. Her savings may be affected by inflation.
- (i) Candidates were required to list any two functions of a central Bank. Majority of candidates were able to list two functions of a central Bank. Only few candidates did not manage to list the functions of Central Banks.
  - (ii) Candidates were to explain any cause of inflation. Most candidates managed to clearly explain the causes of inflation.
- 3 The question required the cohort to enter the given transactions, for the month of October, for Zacks (Pty) Ltd, who maintains a Petty cash book, using the imprest system.
- a Majority of candidates managed to record the transactions correctly in the Petty Cash book for the month of October.
  - b The question required, candidates to balance Zacks (Pty) Ltd Petty Cash Book on 31 October 2024 and restore the imprest amount on 1 November 2024. Majority of candidates managed to balance the Petty cash book and they failed to restore it.

### **Section B**

- 4 (a) This question required candidates to state how the state two parts of a business i.e. Greetings and Subject heading, should be presented in an indented letter style.
- (i) Majority of candidates did not manage to state the correct presentation of Greetings in an indented letter style, only few number of candidates have managed to correctly state how the Greetings are presented in an indented letter style.
  - (ii) Majority of candidates managed to state the correct way of presenting Subject heading in a business letter, in an indented style.
- (b) The candidates were to complete a given table, showing the corresponding complimentary close and greetings. Majority of Candidates managed to give the correct Complimentary close for 'Dear Sir' and the correct greetings for 'Yours Sincerely'. Only few number of candidates did not manage to the correct answer.
- (c) The question required candidates to list two types of mail that require the receiver's identification when collecting from the post office. Majority of candidates failed to list the correct types of mail, only few number of candidates were able to give the correct types of mail.
- (d) The question required, candidates to outline the steps, in correct order, which should be followed when dealing with incoming mail. Most candidates managed to outline the steps in correct order, only a smaller number of candidates failed to answer the question correctly.



- 5** The candidates were given a scenario on Olsen, who was a mechanic, working in a messy workshop. Olsen did not have a secretary or cleaner, his office was always with a rubbish bin full and sometimes using it as an ashtray. It indicated that there was only one socket in the workshop, and he used it to plug all the machines.
- (a)** The candidates were to identify any two potential hazards in Olsen's workshop. Most candidates managed to identify the correct hazards in Olsen's office, only a few number of candidates were not able to identify the correct hazards.
  - (b)** Candidates were to explain any two possible effects of the hazards in Olsen's workshop on the workers. Most candidates were able to explain the possible effects while a smaller number of candidates were only able to state the effects.
  - (c)** The question indicated that Olsen decided to employ a receptionist. Candidates were required to list four steps, in the correct order, of receiving visitors by the receptionist. Almost all candidates were able to list four steps of receiving visitors by the receptionist, in the correct order.



## **PAPER 4: ALTERNATIVE TO COURSEWORK**

### **General Comments**

This paper is an alternative to coursework requires learners to demonstrate problem solving and analytical skills. However, the general performance of candidates across all centres was unsatisfactory. This is a clear indication that candidates lack paper business skills. Centres are therefore advised to ensure that candidates are equipped with relevant business skills prior to examinations to enable them to respond well to the set standard. The performance of candidates for this component has been poor for the past years, and this year is no exception.

### **Comments on Individual Questions**

- 1 (a) (i) The question was poorly answered by majority of candidates as they failed to explain one way of coming up with a business idea. Candidates explained methods used to carry out market research such as questionnaire, observation, interview etc.
- (ii) Majority of candidates failed to correctly answer this question. They failed to identify teamwork as a strength displayed by form 2B students. Most answers provided were irrelevant to the question.
- (b) Candidates failed to explain how selling Russians would benefit the students of Hillview Secondary school, they instead gave the benefits to the business.
- (c) The question was fairly done as some candidates were able to explain two methods that they may use to carry out the research. Some of the candidates only stated the methods of research without explaining them which led to loss of marks.
- (d) The question was poorly answered by most candidates as they failed to state any three advantages of the form 2B students using contributions as their source of finance. They mostly stated the importance of start-up capital instead.
- (e) (i) The candidates failed to list any four items that Masego as an Accountant is likely to record under payments. They gave irrelevant answers such as overtime, piece rate etc.
- (ii) This question was poorly answered by most of the candidates. They failed to explain the importance of preparing the financial budget to Hillview Enterprise. They gave wrong answers such as the students will know if they are making profit or loss which was irrelevant to the question.
- (f) (i) Majority of the candidates failed to calculate the cost of producing one russian except a few of them. Some just added or subtracts the figures provided in the question which shows that they were clueless.
- (ii) This question as a follow-up question to f(i) was also poorly answered as the candidates failed to calculate the selling price of each russian, given mark-up at 4%. They used the figures provided in the question anyhow which led to loss of marks. Centres are advised to teach learners the formulas which will make it easy for them to answer such questions in future.



- (g) (i)** Most candidates scored marks for this question as they were able to design an appropriate advertisement that Hillview Enterprise may use to advertise Russians although some failed to include all the 4Ps. Most of them were able to state the product, place and price.
- (ii)** The question was poorly answered as the candidates could not explain the benefits of using door to door selling method to Hillview Enterprise. The answers given by candidates were not relevant e.g. saves time.
- (h) (i)** Fewer candidates were able to calculate gross profit while majority were clueless and used the figures provided anyhow.
- (ii)** Candidates failed to calculate the profit before tax, only a few managed to calculate profit before tax correctly using the correct formula. Centres are advised to emphasise more to their learners the concept of profit calculation before tax and after tax.