

Musendo Power



ZIMBABWE SCHOOL EXAMINATIONS COUNCIL
General Certificate of Education Ordinary Level

COMMERCE

PAPER 2 Essays

4049/2

NOVEMBER 2021 SESSION

2 hours

Additional materials:
Answer paper

TIME: 2 hours

INSTRUCTIONS TO CANDIDATES

Write your name, centre number and candidate number on the answer paper provided.

Answer all questions in Section A and any three questions in Section B. Answers in Section B must be in essay form.

Shape all your letters clearly.

Write your answers on the separate answer paper provided.

If you use more than one sheet of paper, fasten the sheets together.

INFORMATION FOR CANDIDATES

The number of marks is given in brackets [] at the end of each question or part question.

Tino famba nevano famba

This question paper consists of 3 printed pages and 1 blank page.

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Section A [40 Marks]

Answer **all** questions

- 1 (a) Define the term *production*. [3]
(b) Distinguish between self-service and self-selection. [4]
- 2 (a) Mr Johns has complaints about a service provided by T.T. Traders. Describe this consumer right. [3]
(b) Explain the term *mass marketing*. [3]
- 3 (a) Identify **two** types of business units under the private sector. [2]
(b) Explain the term *piracy*. [2]
(c) Describe the control of public corporations. [3]
- 4 (a) State any **five** methods of borrowing. [5]
(b) Illustrate using diagrams, the two types of crossings. [2]
- 5 (a) State **two** communal systems of insurance and assurance. [2]
(b) Describe the principle of proximate cause. [4]
- 6 (a) Define *e-ticketing*. [4]
(b) Describe operations of Postal and Telecommunication Regulatory Authority of Zimbabwe. [3]

Section B [60 Marks]

Answer any **three** questions

- 7 (a) Explain the **three** stages of production. [10]
(b) Describe how workers affect the internal environment of a business. [10]
- 8 (a) Explain the purpose of a statement of account. [10]
(b) Distinguish between home trade and foreign trade. [10]
- 9 (a) Explain any **five** consumer rights. [10]
(b) Outline the advantages of virtual markets. [10]
- 10 (a) Describe the features of a sole trader business. [10]
(b) Explain the role of ethics in a business and society. [10]
- 11 (a) Describe the role of the Reserve Bank of Zimbabwe. [10]
(b) Explain the effects of inflation. [10]
- 12 (a) Explain the term *pooling of risks*. [10]
(b) Outline the benefits of insurance and assurance. [10]
- 13 (a) Outline the benefits of WhatsApp. [10]
(b) Describe any **five** factors that influence the choice of transport. [10]