



education

---

Department:  
Education

**PROVINCE OF KWAZULU-NATAL**

**CURRICULUM GRADES 10-12 DIRECTORATE**

**WINTER AND SPRING**

**LEARNERS' REVISION MATERIAL**

**GRADE 12**

**BUSINESS STUDIES**

**2020**

MAY/JUNE 2019		NOVEMBER 2019	
BUSINESS ENVIRONMENTS		BUSINESS ENVIRONMENTS	
TERM 1		TERM 1	
2.1	Name any FOUR components of the PESTLE analysis. (4)	QUESTION 2: BUSINESS ENVIRONMENTS	
2.2	Outline the purpose of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (8)		
2.3	Identify the consumer right that is implemented by Carlio Ltd in EACH statement below:	2.1	Name THREE types of diversification strategies. (3)
2.3.1	The salesperson allows customers to shop around for the best price.	2.2	Outline the role of SETAs in supporting the Skills Development Act (SDA), 1998 (Act 97 of 1998). (8)
2.3.2	Management does not share personal information of their employees with clients.	2.3	Identify the leave provision stipulated in the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997) that Quick Shoe Manufacturers complied with in EACH statement below:
2.3.3	Customers are charged the same price for the same goods/services in different areas.	2.3.1	Ruth, the secretary, was allowed to stay home for four consecutive months after her baby was born.
2.3.4	Consumers are given a written warranty for durable products. (8)	2.3.2	Ashley, the supervisor, is entitled to take up to 21 days leave per year.
2.4	Read the scenario below and answer the questions that follow.	2.3.3	John, the financial clerk, was given permission to take three to five days off work to attend to his sick mother.
<div style="border: 1px solid black; padding: 5px;"> <p><b>MOHAMMED FINANCIAL SERVICES (MFS)</b></p> <p>Mohammed Financial Services opened a money market department which grants loans to their customers. The management of MFS always conducts a financial affordability assessment of each client who applies for a loan.</p> </div>		2.3.4	Zodwa, the production manager, brought a medical certificate for taking three days off to recover from flu. (8)
2.4.1	Identify the Act that MFS is complying with. Motivate your answer by quoting from the scenario above. (3)	2.4	Explain the purpose of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (8)
2.4.2	Explain to Mohammed other ways in which businesses can comply with the Act identified in QUESTION 2.4.1. (8)	2.5	Discuss any THREE consumer rights as stipulated in the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). (9)
2.5	Describe THREE types of intensive strategies. (9)	2.6	Read the scenario below and answer the questions that follow.

- 2.7 Advise businesses on the following forces of Porter's Five Forces model:
- 2.7.1 Bargaining power of suppliers/Power of suppliers (4)
- 2.7.2 Threat of substitution/Substitutes (4)
- 6.1 Identify the provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997) that Kajav Supermarket complied with in EACH statement below:
- 6.1.1 Employees are required to give due notice before they can end their employment contracts.
- 6.1.2 Kajav Supermarket does not force its employees to work more than three hours extra per day
- 6.1.3 Employees are advised to produce a medical certificate if they are absent from work for more than two consecutive days.
- 6.1.4 Kajav Supermarket does not allow employees who are younger than 18 to perform dangerous duties. (8)
- 6.2 Explain the steps that businesses should follow when evaluating a strategy. (6)

**QUESTION 7: BUSINESS ENVIRONMENTS (LEGISLATION)**

The Employment Equity Act (EEA), 1998 (Act 55 of 1998) was introduced to promote equity in the workplace. Businesses are obliged to comply with the requirements of the Act or face penalties for non-compliance.

As an expert on recent legislation, write an essay on the following EEA aspects:

- Outline the purpose of the Employment Equity Act.
- Discuss the impact of this Act on businesses.
- Advise businesses on the consequences/penalties they may face for not complying with the EEA.
- Suggest practical ways in which businesses can comply with this Act.

[40]

**MEAT MARKET LTD**

Meat Market Ltd specialises in supplying fresh meat to customers. The company gave some of its shares to their previously disadvantaged employees. They were also offered learnership programmes.

- 2.6.1 Name the Act that Meat Market Ltd is complying with in the scenario above. (2)
- 2.6.2 Identify TWO pillars of the Act identified in QUESTION 2.6.1 that Meat Market Ltd implemented. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.6.2.

PILLARS	MOTIVATION
1.	
2.	

- 2.7 Explain how the following PESTLE elements/factors may pose challenges to businesses:
- 2.7.1 Economic (4)
- 2.7.2 Social (4)
- 2.8 Suggest practical ways in which businesses may comply with the Employment Equity Act (EEA), 1998 (Act 55 of 1998). (8)
- 6.2 Read the scenario below and answer the questions that follow

**LEGEND PROJECTS (LP)**

The management provided the Commissioner with false information regarding serious accidents that took place at Legend Projects. They also

	<p>bribed one of their employees not to report injuries sustained while performing his/her duties.</p> <p>6.2.1 Identify the Act that is applicable in the scenario above. (2)</p> <p>6.2.2 Quote TWO actions that can be regarded as discriminatory according to the Act identified in QUESTION 6.2.1. (2)</p> <p>6.2.3 Advise the management of LP on penalties they could face for non-compliance with the Act identified in QUESTION 6.2.1. (4)</p> <p><b>QUESTION 7: BUSINESS ENVIRONMENTS (BUSINESS STRATEGIES)</b></p> <p>Businesses realise the importance of the strategic management process when devising suitable business strategies. Some businesses maintain that Porter's Five Forces model plays an important role in remaining competitive in the market environment.</p> <p>Write an essay on business strategies in which you include the following aspects:</p> <ul style="list-style-type: none"> <li>• Describe the strategic management process.</li> <li>• Discuss the THREE types of defensive strategies that businesses may use to address challenges in the macro environment</li> <li>• Explain how businesses could apply Porter's Five Forces model to analyse the market environment.</li> <li>• Advise businesses on the steps they should consider when evaluating strategies.</li> </ul>
<b>BUSINESS VENTURES</b>	<b>BUSINESS VENTURES</b>
<b>BUSINESS ROLES</b>	<b>BUSINESS ROLES</b>

**4.3 Read the scenario below and answer the questions that follow.**

**NIMROD ALUMINIUM (NA)**

Nimrod Aluminium has been experiencing a decline in sales and loss of profits. Management requested experts to suggest ways on how to solve their business problems. Employees are also encouraged to use creative thinking skills to generate new ideas on increasing sales.

- 4.3.1 Name the problem-solving technique used by Nimrod Aluminium. Motivate your answer by quoting from the scenario above. (3)
- 4.3.2 Discuss the advantages of the problem-solving technique identified in QUESTION 4.3.1. (8)
- 4.3.3 Advise the management of NA on ways in which they could create an environment that stimulates creative thinking in the workplace. (6)
- 4.4 Differentiate between decision-making and problem-solving. (4)

**QUESTION 9: BUSINESS ROLES (PROFESSIONALISM AND ETHICS)**

According to the King Code principles, businesses are expected to conduct their operations in a professional and ethical manner. Many businesses develop strategies to address unethical business practices to remain competitive and sustainable.

Write an essay on professionalism and ethics in which you address the following aspects:

- Elaborate on the meaning of ethics in the workplace.
- Explain how the following unethical/unprofessional business practices can pose a challenge to businesses:
  - o Sexual harassment
  - o Abuse of work time
  - o Tax evasion/Taxation
- Recommend ways in which businesses can deal with EACH unethical/unprofessional business practice mentioned above.
- Advise businesses on how they can apply accountability and transparency as King Code principles for good corporate governance.

4.5 Discuss the advantages of creative thinking in the workplace. (6)

6.8 Recommend ways in which businesses could create an environment that stimulates creative thinking in the workplace. (8)

<p><b>BUSINESS OPERATIONS</b></p>	<p><b>BUSINESS OPERATIONS</b></p>						
<p>5.1 Name TWO salary determination methods that employers may use to determine the wages of their employees. (2)</p> <p>5.2 Outline THREE roles of the interviewer when preparing for an interview. (6)</p> <p>5.3 Read the scenario below and answer the questions that follow.</p> <div data-bbox="129 523 1025 711" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>SHAKEEL CATTLE FARM (SCF)</b></p> <p>Shakeel Cattle Farm advertised a vacancy in a newspaper. Many applicants submitted their application forms. SCF conducted preliminary interviews to select suitable candidates and compiled a shortlist of five candidates. A written offer was made to the best candidate.</p> </div> <p>5.3.1 Identify the type of recruitment used by SCF. Motivate your answer by quoting from the scenario above. (3)</p> <p>5.3.2 Quote the selection procedure/steps that SCF applied in the scenario above. (3)</p> <p>5.3.3 Advise the management of SCF on any other selection procedure/ steps that they may consider. (8)</p> <p>5.4 Discuss the benefits of induction for businesses. (8)</p> <p>6.8 Give FIVE reasons for the termination of an employment contract. (5)</p> <p>6.9 Explain the difference between quality control and quality assurance. (4)</p> <p>6.10 Advise the human resources manager on the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on his/her department. (6)</p>	<p>5.1 Name FOUR methods/sources of external recruitment. (4)</p> <p>5.2 Read the scenario below and answer the questions that follow.</p> <div data-bbox="1171 443 2056 999" style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;"><b>KHAN PRIVATE HOSPITAL (KPH)</b></p> <p>Khan Private Hospital has advertised a vacancy for a nurse. The advertisement includes the following aspects regarding the position:</p> <ul style="list-style-type: none"> <li>• Applicants must have a diploma in nursing as a minimum requirement.</li> <li>• Responsible for observing patients and giving medication.</li> <li>• Two years' experience in nursing will be an advantage.</li> <li>• Compiling daily reports on the progress of the patients.</li> </ul> <p>The advertisement indicates that only shortlisted candidates will be contacted for an interview.</p> </div> <p>5.2.1 Quote TWO examples of job description and TWO examples of job specification in the scenario above.</p> <p>Use the table below as a GUIDE to answer QUESTION 5.2.1.</p> <table border="1" data-bbox="1142 1225 2056 1359" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">JOB DESCRIPTION</th> <th style="width: 50%;">JOB DESCRIPTION</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>1.</td> </tr> <tr> <td>2.</td> <td>2.</td> </tr> </tbody> </table>	JOB DESCRIPTION	JOB DESCRIPTION	1.	1.	2.	2.
JOB DESCRIPTION	JOB DESCRIPTION						
1.	1.						
2.	2.						
<p><b>QUESTION 10: BUSINESS OPERATIONS (HUMAN RESOURCES)</b></p> <div data-bbox="129 1267 1025 1359" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Nizam Tiling is known for its quality products and services. They always ensure that their recruitment procedure is well structured. They offer attractive fringe benefits to their employees and continuously improve on</p> </div>	<p style="text-align: right;">(4)</p>						

<p>their systems and processes. The production manager encourages employees to produce high quality products to keep customers satisfied.</p> <p>Keeping the above scenario in mind, write an essay on human resources and quality of performance on the following aspects:</p> <ul style="list-style-type: none"> <li>• Outline the recruitment procedure.</li> <li>• Explain the impact of fringe benefits on businesses.</li> </ul>	<p>5.2.1 Explain the role of the interviewee/applicant during the interview. (8)</p> <p>5.3 Discuss the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function. (6)</p> <p>5.4 Evaluate the impact of fringe benefits on businesses. (8)</p> <p>6.10 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>SKY LTD</b></p> <p>Helen has been working for Sky Ltd for the past 30 years. The management terminated her employment contract when she reached the age of 65.</p> </div> <p>6.10.1 Identify the reason why Helen's employment contract was terminated. Motivate your answer by quoting from the scenario above. (3)</p> <p>6.10.2 Explain other reasons for the termination of an employment contract. (4)</p>						
<p><b>TERM 2</b></p>	<p><b>TERM 2</b></p>						
<p><b>BUSINESS ENVIRONMENT</b></p>	<p><b>BUSINESS ENVIRONMENT</b></p>						
<p>2.6 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; text-align: center;"> <p><b>SAM BAKERY (SB)</b></p> <p>Sam's Bakery produces fresh birthday cakes. His employees lack good customer service. He lost most of his customers to Florah Bakeries. SB had to replace some of its stolen equipment due to the high crime rate in their area.</p> </div> <p>Use the table below as a GUIDE to answer QUESTIONS 2.6.1 to 2.6.3.</p>	<p>6.1 Name THREE types of business environments and state the extent of control businesses have over EACH of these environments.</p> <p>Use the table below as a GUIDE to answer QUESTION 6.1.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">BUSINESS ENVIRONMENTS</th> <th style="width: 50%; text-align: center;">EXTENT OF CONTROL</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td></td> </tr> <tr> <td style="text-align: center;">2.</td> <td></td> </tr> </tbody> </table>	BUSINESS ENVIRONMENTS	EXTENT OF CONTROL	1.		2.	
BUSINESS ENVIRONMENTS	EXTENT OF CONTROL						
1.							
2.							

CHALLENGES 2.6.1	BUSINESS ENVIRONMENT 2.6.2	EXTENT OF CONTROL 2.6.3	3. (6)
(a)			
(b)			
(c)			
2.6.1 Quote THREE challenges for SB from the scenario above. (3)			
2.6.2 Classify SB's challenges according to the THREE business environments.(6)			
2.6.3 State the extent of control SB has over EACH business environment mentioned in QUESTION 2.6.2. (3)			
BUSINESS VENTURES			BUSINESS VENTURES
3.1 Give FIVE examples of non-insurable risks. (5)	<b>QUESTION 3: BUSINESS VENTURES</b>		
3.2 Outline the functions of the Johannesburg Securities Exchange/JSE. (8)	3.1 State FOUR types of preference shares. (4)		
3.3 Distinguish between insurance and assurance. (8)	3.2 Outline the advantages of unit trusts as a form of investment. (8)		
3.5 Read the scenario below and answer the questions that follow.	3.3 Read the scenario below and answer the questions that follow.		
<p>Nellie won R500 000 in the lottery draw and decided to invest the money in a fixed deposit at Ithuba Bank. The bank offered her an interest rate of 12% compounded annually over a period of three years.</p>	<b>MOUNTAIN HOTEL (MH)</b>		
3.5.1 Define compound interest. (2)	<p>Sihle, the owner of Mountain Hotel, applies the democratic leadership style in managing his employees. He has a positive attitude and knows that there is always more to learn. Sihle models the behaviour that he wants to see in his followers.</p>		
3.5.2 Calculate the amount of interest that Nellie will receive after three years. Show ALL calculations. (5)	3.3.1 Quote TWO roles of personal attitude in successful leadership displayed by Sihle in the scenario above. (2)		
3.5.3 Name another type of interest that could be offered by Ithuba Bank. (2)	3.3.2 Advise Sihle on the impact of the democratic leadership style on MH as a business. (8)		
3.6 Read the scenario below and answer the questions that follow.			



**GIANT COMPUTER SOFTWARE (GCS)**

GCS specialises in developing new computer software for various computer programmes. Cindy, the production manager, offers rewards to motivate employees who meet set targets. Tom, the marketing manager, uses charm to influence his team to work hard.

3.6.1 Identify the leadership style used by Cindy and Tom. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.6.1.

	LEADERSHIP STYLE	MOTIVATION
Cindy		
Tom		

(6)

3.6.2 Discuss the impact of Tom's leadership style as identified in QUESTION 3.6.1 on businesses. (8)

6.3 Name THREE types of leadership theories. (3)

**QUESTION 8: BUSINESS VENTURES (INVESTMENT AND PRESENTATION)**

Mario, a financial consultant, made a presentation on ordinary and preference shares. The presentation also addressed factors that need to be considered when making investment decisions. Mario received negative feedback from the audience on his presentation.

Write an essay on investments and presentations in which you include the following aspects:

- Differentiate between ordinary and preference shares.

3.4 Discuss the importance of insurance for businesses. (8)

3.5 Explain the following factors that may be considered when making investment decisions:

3.5.1 Return on investment (4)

3.5.2 Liquidity (4)

3.6 Read the scenario below and answer the questions that follow.

**TOP TRADERS (TT)**

Top Traders bought stock worth R400 000, but insured it for R300 000. A fire in the warehouse destroyed stock to the value of R60 000.

3.6.1 Name the insurance clause that is applicable to the scenario above. (2)

3.6.2 Calculate the amount that Top Traders will receive as compensation from the insurer. Show ALL calculations. (4)

6.3 Identify the types of business investment opportunities that were used by Prime Plumbers in EACH statement below:

6.3.1 Prime Plumbers invested R50 000 for six months at 12% interest with a financial institution.

6.3.2 Prime Plumbers received dividends for their portion of ownership in Blue Range Ltd. (4)

6.4 Outline the functions of the Johannesburg Securities Exchange Ltd (JSE). 6.4 (6)

6.5 Discuss the situational leadership theory. (6)

6.9 Name any THREE steps of the PDCA model/cycle. (3)

<ul style="list-style-type: none"> <li>• Discuss the following factors that must be considered when making an investment decision: <ul style="list-style-type: none"> <li>o Risk</li> <li>o Taxation</li> <li>o Investment period</li> </ul> </li> <li>• Explain to Mario the factors that he should consider during a presentation.</li> <li>• Recommend ways in which Mario can improve on his next presentation. [40]</li> </ul>	<p><b>QUESTION 8: BUSINESS VENTURES (PRESENTATION AND INSURANCE)</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Mr Meyer, a sales representative, planned to make a presentation on the principles of insurance. He decided to use a PowerPoint slideshow to enhance his presentation. However, the presentation was unsuccessful due to his inability to handle feedback in a professional manner.</p> </div> <p>Keeping the above scenario in mind, write an essay on presentation in which you include the following aspects:</p> <ul style="list-style-type: none"> <li>• <del>Outline the factors that Mr Meyer should consider during his presentation.</del></li> <li>• Discuss any THREE principles of insurance.</li> <li>• <del>Evaluate the impact of a PowerPoint presentation.</del></li> <li>• <del>Advise Mr Meyer on how he can improve on his next presentation.</del></li> </ul>
<p><b>BUSINESS ROLES</b></p>	<p><b>BUSINESS ROLES</b></p>
<p>4.2 Identify the causes of conflict applicable to Siyaya Inc. in EACH statement below:</p> <p>4.2.1 The Dream Team is not willing to work with the Khula Team who always receives awards.</p> <p>4.2.2 Employees do not complete their tasks effectively as clear instructions are not always provided.</p> <p>4.2.3 Employees always argue over the use of equipment to accomplish their tasks.</p> <p>4.2.4 Some employees cannot cope with the large number of tasks given to them. (8)</p>	<p>4.1 State FOUR steps in problem-solving. (4)</p> <p>4.4 Explain how businesses could apply the Delphi-technique to solve business problems. (8)</p> <p>6.4 State TWO criteria for successful team performance. (2)</p> <p><b>QUESTION 9: BUSINESS ROLES (TEAM PERFORMANCE AND CONFLICT MANAGEMENT)</b></p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>Businesses encourage employees to work in teams, which may lead to conflict. For some reason, it is important for businesses to familiarise themselves with the stages of team development. They should also find ways to deal with conflict and difficult people in the workplace.</p> </div>

<p>4.3.1 Advise the management of NA on ways in which they could create an environment that stimulates creative thinking in the workplace. (6)</p> <p>4.4 Differentiate between decision-making and problem-solving. (4)</p> <p>6.2 Name THREE types of leadership theories. (3)</p> <p>6.6 Identify the stages of team development applicable to Shiburi Construction team in EACH statement below:</p> <p>6.6.1 Team members confront each other's ideas and fight for a leadership position.</p> <p>6.6.2 The team is aware of its aims and makes decisions without supervision.</p> <p>6.6.3 Team members gather information about the task that must be performed. (6)</p> <p>6.7 Advise businesses on the correct procedure to deal with grievances in the workplace. (6)</p>	<p>Write an essay on team performance and conflict management in which you address the following aspects:</p> <ul style="list-style-type: none"> <li>Describe FOUR stages of team development.</li> <li>Discuss the causes of conflict in the workplace.</li> <li>Explain how businesses could handle conflict in the workplace.</li> <li>Suggest ways in which businesses could deal with difficult people in the workplace.</li> </ul> <p>[40]</p>
<p><b>BUSINESS OPERATIONS</b></p>	<p><b>BUSINESS OPERATIONS</b></p>
<p>5.5 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>EXCLUSIVE CLOTHING ENTERPRISE (ECE)</b></p> <p>Zinhle is the owner of Exclusive Clothing Enterprise. She was requested to share ideas on how she maintains the high quality standard of her products. She indicated that her employees are trained on a regular basis. Time and resources are also used efficiently.</p> </div> <p>5.5.1 Quote TWO benefits of a good quality management system from the scenario above. (2)</p> <p>5.5.2 Explain to Zinhle other benefits of a good quality management system. (8)</p> <p>5.6 Describe how quality of performance in the following business functions can contribute to the success of a business:</p>	<p>5.5 Elaborate on the meaning of quality performance. (4)</p> <p>5.6 Read the scenario below and answer the question that follows.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>PURPLE ENTERPRISE (PE)</b></p> <p>Purple Enterprise is a large retail business that provides a variety of products. They prepare their own accounting records to ensure accurate tax payments. PE responded quickly when one of their clients was not happy with their service.</p> </div> <p><b>Identify TWO business functions that are applicable to PE. Motivate your answer by quoting from the scenario above.</b></p> <p><b>Use the table below as a GUIDE to answer QUESTION 5.6.</b></p>

5.6.1	Administration (6)
5.6.2	Marketing (6)
5.7	Suggest ways in which total quality management (TQM) can reduce the cost of quality. (8)
6.2	Name THREE types of leadership theories. (3)
6.7	Explain the difference between quality control and quality assurance. (4)
6.8	Advise the human resources manager on the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on his/her department. (6)
<b>QUESTION 10: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)</b>	
<p>Nizam Tiling is known for its quality products and services. They always ensure that their recruitment procedure is well structured. They offer attractive fringe benefits to their employees and continuously improve on their systems and processes. The production manager encourages employees to produce high quality products to keep customers satisfied.</p>	
<p>Keeping the above scenario in mind, write an essay on human resources and quality of performance on the following aspects:</p> <ul style="list-style-type: none"> <li>• Discuss the positive impact of continuous improvement to processes and systems on large businesses.</li> <li>• Advise the production manager on the quality indicators of the production function.</li> </ul>	
<b>TERM 3</b>	

<b>BUSINESS FUNCTION</b>	<b>MOTIVATION</b>
1.	
2.	
5.7	Discuss the impact of TQM if poorly implemented by businesses. (8)
5.8	Explain the advantages of continuous improvement to processes and systems on large businesses. (6)
5.9	Recommend ways in which the quality of performance of the purchasing function could contribute to the success of the business. (6)
<b>QUESTION 10: BUSINESS OPERATIONS (TOTAL QUALITY MANAGEMENT)</b>	
<p>Total quality management (TQM) enables businesses to strive for continuous growth and customer satisfaction. The effective implementation of TQM elements will enable businesses to keep abreast with changes and to reduce the cost of quality.</p>	
<p>Write an essay on total quality management (TQM) in which you address the following aspects:</p> <ul style="list-style-type: none"> <li>• Outline the benefits of a good quality management system.</li> <li>• Distinguish between <i>quality control</i> and <i>quality assurance</i>.</li> <li>• Discuss the impact of the following elements of TQM on large businesses: <ul style="list-style-type: none"> <li>o Total client/customer satisfaction</li> <li>o Continuous skills development</li> <li>o Adequate financing and capacity</li> </ul> </li> <li>• Suggest ways in which TQM can reduce the cost of quality.</li> </ul>	
<b>TERM 3</b>	

BUSINESS ENVIRONMENTS	BUSINESS ENVIRONMENTS						
BUSINESS VENTURES	BUSINESS VENTURES						
<p>3.4 Explain how the following factors can contribute to the success and/or failure of a private company (Pty) Ltd:</p> <p style="padding-left: 40px;">3.4.1 Management (4)</p> <p style="padding-left: 40px;">3.4.2 Capital (4)</p> <p>3.7 Evaluate the effectiveness of interactive whiteboards/smart boards as a visual aid. (8)</p> <p>6.4 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;"><b>JONES BEVERAGES (Pty) Ltd</b></p> <p>Jones Beverages (Pty) Ltd want to convert their current company status to Jones Beverages Ltd so that they can invite the public to buy shares in the business.</p> </div> <p>6.4.1 Identify TWO forms of ownership that are applicable to Jones Beverages. Motivate your answer by quoting from the scenario.</p> <p>Use the table below as a GUIDE to answer QUESTION 6.4.1</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%;">FORMS OF OWNERSHIP</th> <th style="width: 50%;">MOTIVATION</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> </tr> <tr> <td style="height: 20px;"></td> <td></td> </tr> </tbody> </table>	FORMS OF OWNERSHIP	MOTIVATION					<p>3.7 Discuss the advantages of a non-profit company as a form of ownership. (8)</p> <p>3.8 Advise businesses on how management and legislation could contribute to the success and/or failure of a public company. (8)</p> <p><b>QUESTION 8: BUSINESS VENTURES (PRESENTATION AND INSURANCE)</b></p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p>Mr Meyer, a sales representative, planned to make a presentation on the principles of insurance. He decided to use a PowerPoint slideshow to enhance his presentation. However, the presentation was unsuccessful due to his inability to handle feedback in a professional manner.</p> </div> <p>Keeping the above scenario in mind, write an essay on presentation in which you include the following aspects:</p> <ul style="list-style-type: none"> <li>• Outline the factors that Mr Meyer should consider during his presentation.</li> <li>• <del>Discuss any THREE principles of insurance.</del></li> <li>• Evaluate the impact of a PowerPoint presentation.</li> <li>• Advise Mr Meyer on how he can improve on his next presentation.</li> </ul>
FORMS OF OWNERSHIP	MOTIVATION						

<p>(6) 6.4.2 Explain the advantages of the form of ownership represented by Jones Beverages Ltd identified in QUESTION 6.4.1. (6)</p>							
<p><b>BUSINESS ROLES</b></p>	<p><b>BUSINESS ROLES</b></p>						
<p>4.1 Name FIVE human rights in the workplace. (5) 4.4 Differentiate between decision-making and problem-solving. (4) 4.5 Explain how businesses could deal with the following diversity issues in the workplace:</p> <p>4.5.1 Culture (4) 4.5.2 Age (4)</p> <p>4.6 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>ZUMBA ELECTRIC (ZE)</b></p> <p>Zumba Electric operates in an area affected by a high rate of unemployment and poverty. The management of ZE tried to address these challenges by investing in the community through corporate social investment (CSI) projects.</p> </div> <p>4.6.1 Name TWO socio-economic issues from the scenario above. (2) 4.6.2 Discuss the impact of corporate social investment (CSI) on ZE as a business. (8) 4.7 Suggest ways in which businesses could contribute to the well-being of their employees. (8) 6.5 Outline TWO responsibilities of employees in protecting the workplace environment. (4)</p>	<p>4.2 Elaborate on the roles of the health and safety representatives in protecting the workplace environment. (6) 4.3 Read the scenario below and answer the question that follows.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>NORMAN ACCOUNTING SERVICES (NAS)</b></p> <p>The management of Norman Accounting Services employs both males and females. They also encourage older employees to be mentors for young employees to develop their full potential.</p> </div> <p>Identify TWO diversity issues that are applicable to NAS. Motivate your answer by quoting from the scenario above.</p> <p>Use the table below as a GUIDE to answer QUESTION 4.3.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 50%; text-align: center;">DIVERSITY ISSUES</th> <th style="width: 50%; text-align: center;">DIVERSITY ISSUES</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1.</td> <td style="text-align: center;">1.</td> </tr> <tr> <td style="text-align: center;">2.</td> <td style="text-align: center;">2.</td> </tr> </tbody> </table> <p>4.6 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p style="text-align: center;"><b>JUNE TRADERS (JT)</b></p> <p>June Traders decided to invest their surplus profit in corporate social investments (CSI) projects. They invested in communities by donating school uniforms. Sporting facilities were also provided by JT to promote a healthy lifestyle.</p> </div>	DIVERSITY ISSUES	DIVERSITY ISSUES	1.	1.	2.	2.
DIVERSITY ISSUES	DIVERSITY ISSUES						
1.	1.						
2.	2.						

	<p>4.6.1 Quote TWO ways in which JT contributed to the well-being of their communities. (2)</p> <p>4.6.2 Discuss the impact of corporate social investment (CSI) on JT as a business. (6)</p> <p>4.7 Explain how businesses can apply the King Code principles of transparency and accountability to improve their ethical business practices. (8)</p> <p>4.8 Suggest ways in which businesses can deal with the following unethical/unprofessional business practices:</p> <p style="padding-left: 40px;">4.8.1 Pricing of goods in rural areas (4)</p> <p style="padding-left: 40px;">4.8.2 Abuse of work time (4)</p> <p>4.9 Advise businesses on how they could promote the cultural rights of employees in the workplace. (6)</p> <p>6.4 Explain how businesses could deal with HIV/Aids as a socio-economic issue. (6)</p>
<b>BUSINESS OPERATIONS</b>	<b>BUSINESS OPERATIONS</b>
<p>5.5 Read the scenario below and answer the questions that follow.</p> <div style="border: 1px solid black; padding: 10px; margin: 10px 0;"> <p style="text-align: center;"><b>EXCLUSIVE CLOTHING ENTERPRISE (ECE)</b></p> <p>Zinhle is the owner of Exclusive Clothing Enterprise. She was requested to share ideas on how she maintains the high quality standard of her products. She indicated that her employees are trained on a regular basis. Time and resources are also used efficiently.</p> </div>	

<p>5.5.3 Quote TWO benefits of a good quality management system from the scenario above. (2)</p> <p>5.5.4 Explain to Zinhle other benefits of a good quality management system. (8)</p> <p>5.6 Describe how quality of performance in the following business functions can contribute to the success of a business:</p> <p>5.6.3 Administration (6)</p> <p>5.6.4 Marketing (6)</p> <p>5.7 Suggest ways in which total quality management (TQM) can reduce the cost of quality. (8)</p>	
--	--