

BUSINESS STUDIES

LEARNER REVISION FOR THE FINAL EXAM

ROLES



2020



Western Cape
Government

BUSINESS ROLES (ETHICS & PROFESSIONALISM)

1. Distinguish between professional behaviour and ethical behaviour.

PROFESSIONAL BEHAVIOUR	ETHICAL BEHAVIOUR
1.	1.
2.	2.
3.	3.

2. Elaborate on the meaning of **ETHICS** in the **WORKPLACE**.

3. Outline ways in which **PROFESSIONAL, RESPONSIBLE & ETHICAL** business practice should be conducted.

4. Explain how the following unethical/unprofessional business practices can pose a challenge to the business. Recommend ways in which businesses may address EACH unethical business practices

UNETHICAL PRACTICES	DESCRIPTION	RECOMMENDATION
Abuse of work time	1.1	1.1
	1.2	1.2

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UNETHICAL PRACTICES	DESCRIPTION	RECOMMENDATION
Sexual harassment	2.1	2.1
	2.2	2.2
Tax evasion / Taxation	3.1	3.1
	3.2	3.2
Pricing of goods in rural areas	4.1	4.1
	4.2	4.2
Unauthorised use of funds	5.1	5.1
	5.2	5.2

5. Advise businesses on how they can apply accountability, transparency and responsibility as King Code principles for good corporate governance.

PRINCIPLES	DESCRIPTION
ACCOUNTABILITY
TRANSPARENCY
RESPONSIBILITY

BUSINESS ROLES (CREATIVE THINKING & PROBLEM-SOLVING)

6. Distinguish between decision making and problem solving.

DECISION MAKING	PROBLEM SOLVING
1.	1.
2.	2.
3.	3.

7. The management of Mojo Paints wants to improve the quality of their paints because of various complaints from their customers. They have requested employees to generate new, creative ideas on how to improve their products to satisfy customers' needs. Explain how businesses may **APPLY** the Delphi and nominal-group techniques to solve their problem.

DELPHI TECHNIQUE	NOMINAL-GROUP TECHNIQUE
1.	1.
2.	2.
3.	3.
4.	4.
5.	5.

Marks are not allocated for advantages and disadvantages as the question focuses on the process/application of the technique

8. Discuss the **ADVANTAGES** of creative thinking.
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9. Recommend practical ways in which businesses may create an **ENVIRONMENT** that stimulates creative thinking.

10. List the steps in problem-solving:

- 10.1. _____
- 10.2. _____
- 10.3. _____
- 10.4. _____
- 10.5. _____
- 10.6. _____
- 10.7. _____
- 10.8. _____

BUSINESS ROLES (SOCIAL RESPONSIBILITY, CSR & CSI)

11. Describe the differences (*Distinguish*) between CSR and CSI.

CORPORATE SOCIAL RESPONSIBILITY	CORPORATE SOCIAL INVESTMENT
1.	1.
2.	2.
3.	3.

12. Explain the impact of CSR/CSI for **BUSINESSES**.

ADVANTAGES (POSITIVES)	DISADVANTAGES (NEGATIVES)
1.	1.
2.	2.
3.	3.

13. Explain the impact of CSR/CSI on **COMMUNITIES**.

ADVANTAGES (POSITIVES)	DISADVANTAGES (NEGATIVES)
1.	1.
2.	2.
3.	3.

14. Explain the relationship between social responsibility and the triple bottom line by indicating what businesses should not and should do. Give a practical example of how businesses can link the triple bottom line with the social responsibility.

TRIPLE BOTTOM LINE COMPONENT	WHAT BUSINESSES SHOULD <u>NOT</u> DO	WHAT BUSINESSES <u>SHOULD</u> DO
PROFIT <i>(Economic)</i>	1.	2.
Practical Example		
PEOPLE <i>(Social)</i>	3.	4.
Practical Example		
PLANET <i>(Environment)</i>	5.	6.
Practical Example		

15. Recommend ways in which businesses can contribute time and effort to advance the well-being of the **COMMUNITY**.

16. Recommend ways in which businesses can contribute time and effort to advance the well-being of their **EMPLOYEES**.

17. Recommend strategies on how businesses could deal with HIV/Aids and unemployment as socio-economic issues.

HIV/AIDS	UNEMPLOYMENT
1.	1.
2.	2.
3.	3.

BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY & ENVIRONMENTAL ISSUES)

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18. Recommend ways on how **BUSINESSES** can protect the environment and promote human health.

PROTECT THE ENVIRONMENT	PROMOTE HUMAN HEALTH
1.	1.
2.	2.
3.	3.

19. Discuss FIVE **RESPONSIBILITIES** of **HEALTH & SAFETY REPRESENTATIVES** in the workplace:

19.1. _____

19.2. _____

19.3. _____

19.4. _____

19.5. _____

20. Discuss the implications of the following human rights in the **WORKPLACE**:

HUMAN RIGHTS	DESCRIPTION
PRIVACY
EQUITY
FREEDOM OF SPEECH AND EXPRESSION
INFORMATION

21. Elaborate on the **BENEFITS** of **DIVERSITY** in the **WORKPLACE**.

22. Explain how businesses could deal with diversity issues in the workplace.

DIVERSITY ISSUES	DESCRIPTION
1.
2.
3.
4.
5.
6.
7.
8.

BUSINESS ROLES (TEAM PERFORMANCE & CONFLICT MANAGEMENT)

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23. Analyse the FIVE **STAGES** of **TEAM DEVELOPMENT**:

STAGE	DESCRIPTION
1. 	<hr/> <hr/> <hr/>
2. 	<hr/> <hr/> <hr/>
3. 	<hr/> <hr/> <hr/>
4. 	<hr/> <hr/> <hr/>
5.	<hr/> <hr/> <hr/>

24. Discuss the importance of team dynamics theories in improving team performance:

24.1. _____

24.2. _____

24.3. _____

25. Discuss the **CRITERIA** for assessing for **TEAM PERFORMANCE**:











CRITERIA	EXPLANATION
<p style="text-align: center;">SHARED VALUES</p>	<p>.....</p> <p>.....</p>
<p style="text-align: center;">INTERPERSONAL ATTITUDES & BEHAVIOURS</p>	<p>.....</p> <p>.....</p>
<p style="text-align: center;">COMMUNICATION</p>	<p>.....</p> <p>.....</p>
<p style="text-align: center;">COLLABORATION</p>	<p>.....</p> <p>.....</p>

26. Identify and explain FIVE **CAUSES** of **CONFLICT**.


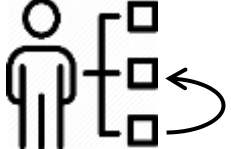




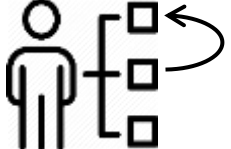



CAUSES	EXPLANATION
<p>1.</p>	<p>.....</p> <p>.....</p>
<p>2.</p>	<p>.....</p> <p>.....</p>
<p>3.</p>	<p>.....</p> <p>.....</p>
<p>4.</p>	<p>.....</p> <p>.....</p>
<p>5.</p>	<p>.....</p> <p>.....</p>

27. Discuss the steps/techniques to resolve **CONFLICT**

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1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

28. Explain the procedure for dealing with **GRIEVANCES** in the workplace:

1	<p>3-5 DAYS</p> 	<p>.....</p> <p>.....</p> <p>.....</p>
2		<p>.....</p> <p>.....</p> <p>.....</p>
3		<p>.....</p> <p>.....</p> <p>.....</p>
4		<p>.....</p> <p>.....</p> <p>.....</p>
5		<p>.....</p> <p>.....</p> <p>.....</p>
6		<p>.....</p> <p>.....</p> <p>.....</p>
7		<p>.....</p> <p>.....</p> <p>.....</p>
8		<p>.....</p> <p>.....</p> <p>.....</p>
9		<p>.....</p> <p>.....</p> <p>.....</p>
10		<p>.....</p> <p>.....</p> <p>.....</p>

29. Suggest ways (strategies) to **DEAL** with **DIFFICULT PEOPLE/PERSONALITIES**.

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29.1. _____








29.2. _____

29.3. _____

29.4. _____

29.5. _____

30. Suggest ways (strategies) to deal with (*specific*) difficult personalities:

PERSONALITY	STRATEGY
	<p>.....</p> <p>.....</p>
	<p>.....</p> <p>.....</p>
	<p>.....</p> <p>.....</p>
	<p>.....</p> <p>.....</p>
	<p>.....</p> <p>.....</p>
	<p>.....</p> <p>.....</p>
	<p>.....</p> <p>.....</p>