



KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

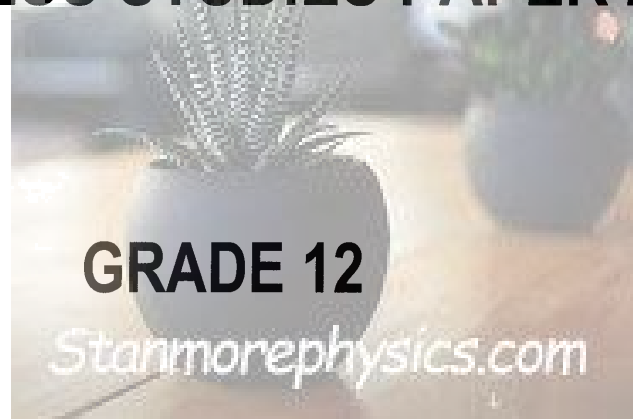


CURRICULUM GRADE 10 -12 DIRECTORATE

NCS (CAPS) SUPPORT

JUST IN TIME LEARNER REVISION DOCUMENT

BUSINESS STUDIES PAPER 2



2021

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BUSINESS VENTURES

TOPIC 1: MANAGEMENT AND LEADERSHIP

ACTIVITY 1

SECTION A

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.2) in the ANSWER BOOK, e.g. 1.1.3 C

1.1.1. Aubrey chooses to reward employees when targets are met and punish them when not. Aubrey is a.....

- A. Charismatic Leader
- B. Autocratic Leader
- C. Laissez-faire Leader
- D. Transactional Leader

1.1.2. Kaylee is a dynamic manager whose leadership style changes to suite the situation that she is experiencing. She uses the ... theory.

- A. Situational
- B. Leaders and Followers
- C. Transformational
- D. Transitional

(2x2) (4)

1.2 Complete the following statements by using the word(s) provided in the list below. Write only the word(s) next to the question numbers (1.2.1 to 1.2.2) in the ANSWER BOOK.

democratic; charismatic; laissez-faire; autocratic; transactional; situational

1.2.1. Thembi allows her employees to make decisions without consulting her. This is an example of a...leader.

1.2.2. Kai is a ...leader and depends on her experienced employees input before important decision are made.

(2x2) (4)



- 1.3 Choose a description from Column B that matches a term in Column A. Write only the letters(A-D) next to the question numbers (1.3.1 to 1.3.2) in the ANSWER BOOK, e.g.1.3.3 A

Column A	Column B
1.3.1 Charismatic Leadership style	A. leaders punish their employees for failing to meet targets
1.3.2 Leadership	B. leaders use their charm to inspire and motivate employees
	C. guides human behaviour
	D. influences human behaviour

(2x2) (4)

ACTIVITY 2

- 2.1. Identify the leadership style applied by Smith Oils in each statement below:
- 2.1.1. Employees are allowed to make decisions on their own as long as they do not violate company policies.
 - 2.1.2. Employees are requested to give input during planning sessions.
 - 2.1.3. Employees are rewarded for meeting sales targets and punished for not meeting deadlines.
 - 2.1.4. The employer prefers to make all the decisions as she has a young, inexperienced workforce.
 - 2.1.5. Management use a charming approach to get employees to buy into company ideas.

(5x2)(10)

2.2. Read the scenario below and answer the questions that follow:

SPAMEN'S LOGISTICS COMPANY (SLC)

Sphamandla and Menzi are business partners and own a logistics company in Mkondeni. They both have different approaches to leadership and management. Sphamandla prefers to allow employees to contribute to decision making while Menzi chooses to make decisions alone.

- 2.2.1. Identify the leadership styles used by Sphamandla and Menzi. Motivate your answer by quoting from the scenario above. Use the table below as a guide to answer this question. (6)
- 2.2.2. Explain the difference between the TWO leadership styles identified in QUESTION 2.2.1 (8)

ACTIVITY 3

3.1. Read the scenario below and answer the questions that follow:

GUGU'S PUB AND GRILL (GPG)

The waiters and waitresses of Gugu's Pub and Grill, only receive a commission on their sales when targets are met. Gugu explains to them that huge crowds increase their chances of earning well for the day while poor turnouts could see them go home empty handed. She encourages them to invite friends and family to the pub and grill.

- 3.1.1. Identify Gugu's leadership style. Motivate your answer by quoting from the scenario above. (3)
- 3.1.2. Evaluate the impact of the leadership style identified in QUESTION 3.1.1 (8)

ACTIVITY 4

4.1 Read the scenario below and answer the questions that follow:

TIMS MANUFACTURERS (TM)

Lenice is a newly appointed manager at Tim's Manufacturers. She has a pleasant personality and her subordinates are happy to work with her. They are drawn to her charm and personality.

- 4.1.1. Identify the leadership style used by Lenice. Motivate your answer by quoting from the scenario above. (3)
- 4.1.2. Suggest TWO situations in which the leadership style identified in Question 4.1.1. can be applied in the workplace. (4)

ACTIVITY 5

- 5.1. Identify the leadership theory applied by Traddles Trucking in each statement below:
- 5.1.1. Mrs Traddle' style of leadership changes as per situations that encountered at any given time
- 5.1.2. Her relationship with employees is based on mutual trust.
- 5.1.3. Employees listen to what is expected of them and are willing to work as a team. (3x2) (6)

5.2. Read the scenario below and answer the questions that follow:

MTHEMBU'S SAFARIS (MS)

Employees at Mthembu's Safaris view their leader Lisa as laissez-faire leader because of her style of management. Her positive attitude influences the teams' thoughts and behaviour.

- 5.2.1. Quote TWO roles of personal attitude in successful leadership displayed by Lisa in the scenario above. (2)
- 5.2.2. Discuss OTHER roles of personal attitude in successful leadership. (6)
- 5.2.3. Evaluate the impact of the Laissez-faire leadership style on MS. (6)



ACTIVITY 6

BUSINESS VENTURES (LEADERSHIP AND MANAGEMENT)

Managers and leaders have realised that they need to be equipped with relevant skills to apply the appropriate leadership styles in different situations. Some managers may choose to the autocratic leadership style while others may choose democratic leadership style. They are also in agreement that personal attitude plays an important role in successful leadership.

Write an essay on leadership and management in which you include the following aspects:

- Outline the differences between leadership and management.
- Analyse the impact of the democratic and autocratic leadership styles on businesses.
- Discuss situations in which the above-mentioned leadership styles can be applied in the workplace.
- Advise the management on the role of personal attitude in successful leadership.

[40]

TOPIC 2

INVESTMENT: SECURITIES AND BUSINESS OPPORTUNITIES

ACTIVITY 1

1.1 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question numbers (1.1.1 to 1.1.2) in the ANSWER BOOK.

Profit	capital	risk	unit trust	shares
current				

1.1.1 ...refers to the chance that the invested amount may reduce in value due to unforeseen circumstances.

1.1.2 The ... market is for securities/shares where companies and the government can raise long-term funds. (4)

ACTIVITY 2

- 2.1 Outline any FOUR types of investment opportunities (4)
- 2.2 Identify the type of preference share represented by EACH of the statements below.
- 2.2.1 Shareholders are entitled to share any surplus profits. (2)
- 2.2.2 Shareholders are compensated for past dividends that were not paid out when profits were too low to declare dividend (2)
- 2.3 Name FOUR types of shares. (4)



ACTIVITY 3

- 3.1 Read the scenario below and answer the questions that follow.

TATA MA CHANCE

Madiba inherited R100 000 from his father's estate. He decided to invest the money for three years.

He has two options:

Option one:

Invest at Zapper bank offered him 10% interest per annum using the simple interest method.

Option two:

Invest at Simunye bank which offered him 10% interest per annum using the compound interest method.

- 3.1.1 Calculate the interest that Madiba will receive from Zapper bank after three years. (5)
- 3.1.2 Calculate the interest that Madiba will receive from Simunye bank after three years. (5)
- 3.1.3 Recommend the best investment option for Madiba. Motivate your answer. (3)
- 3.2 Distinguish between simple and compound interest. (4)

ACTIVITY 4

- 4.1 Outline THREE rights of ordinary shareholders. (6)
- 4.2 Discuss the advantages of unit trusts as a form of investment. (6)
- 4.3 Describe the functions of the Johannesburg Security Exchange. (6)

ACTIVITY 5

5.1 Discuss the following factors when making an investment decision.

5.1.1 Return on investment (4)

5.1.2 Taxation (4)

ACTIVITY 6

6.1 Evaluate the impact of RSA Retail Savings Bonds / government retail bonds on investors. (6)

TOPIC 3: INVESTMENT: INSURANCE

ACTIVITY 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.2) in the ANSWER BOOK, e.g.1.1.5. D.

1.1.1 The insurance concept of reinstatement refers to...

- A. The insured who may profit from insurance
- B. When the insurer pays out cash instead of replacing the damaged property
- C. When the insured is restored to almost the same financial position as before the loss occurred
- D. It may be applied when the item is under-insured



1.1.2 The concept of assurance is...

- A. When a specified event may occur
- B. Based on the principle of indemnity
- C. Applicable to short term insurance
- D. Based on the principle of certainty

(2x2) (4)

ACTIVITY 2

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

CHRIS MANUFACTURERS (CM)

The management of Chris Manufacturers signed an insurance contract with Quick Sure which contained, amongst others the following clauses. Compensation will be paid upon the death of key personnel employees. Compensation will be paid upon the loss of income due to employee strikes

2.1.1 Quote TWO advantages of insurance for CM from the scenario above. (2)

2.1.2 Explain other advantages of insurance for businesses. (4)

2.2 Discuss Road Accident Fund (RAF) as a type of compulsory insurance. (4)

ACTIVITY 3

Insurance is an integral safety net for businesses. The insured has to ensure that regular premiums are paid including an excess whenever a claim is made. The insurer will apply the average clause and be guided by the principles of insurance. Businesses must register their employees with the Unemployment Insurance Fund as a compulsory insurance.

Write an essay on insurance in which you address the following aspects:

- Distinguish between *excess* and *premium*.
- Explain the meaning of average clause and illustrate how it is calculated
- Discuss the principles of insurance.
- Advise businesses on the types of benefits of Unemployment Insurance Fund (UIF).

[40]

TOPIC 4: FORMS OF OWNERSHIP

Activity 1

Section A

Marks: 12

1. Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A-D) next to the question number (1.1-1.6) on the answer book, e.g. 1.7 A
 - 1.1 This form of ownership is established by a group of people who agree to work together for their mutual economic benefit:
 - A Cooperative
 - B Close corporation
 - C Personal-liability company
 - D Private Company

- 1.2 The current and past directors of a ... company are jointly and severally responsible for the debts of the company.
- A personal liability
 - B state-owned
 - C public
 - D private
- 1.3 Browns Architects Inc. is an example of a ...
- A partnership.
 - B close corporation.
 - C personal-liability company.
 - D private company.
- 1.4 A public company uses a ... to invite the public to buy share.
- A prospectus
 - B financial statement
 - C dividend
 - D debenture
- 1.5 It is compulsory for ... to hold an annual general meeting for its shareholders.
- A Shark Tale General Dealer (Pty) Ltd
 - B Shrek Building Appliances CC
 - C Incredible Toy Store Ltd
 - D Healthy Living NPC.



- 1.6 Unlimited liability means
- A owners' personal assets are protected in the event that the business becomes insolvent.
 - B owners stand to lose their personal assets in the event that the business becomes insolvent.
 - C owners cannot lose more than what they have invested in the business in the event that the business becomes insolvent.
 - D owners are not entitled to share in the profits of the business.

ACTIVITY 2

SECTION B

MARKS: 19

TIME: 19 MINUTES

- 2.1 Name FIVE factors that may contribute to the success and or failure of forms of ownership (5)
- 2.2 Outline characteristics of a sole trader. (4)
- 2.3 Discuss the impact of starting a sole trader (6)
- 2.4 Differentiate between private and public company (4)

ACTIVITY 3

SECTION B

MARKS: 17

TIME: 20 MINUTES

- 3.1 Read the scenario below and answer the questions that follow

MABLE PRINTERS (MP)

Mable Printers specialises in printing and laminating. The profits of the business belong to the owner. The business formation is simple which enables quick decisions.

- 3.1.1 Identify the form of ownership represented in the scenario above. Support your answer by quoting from the scenario. (3)
- 3.1.2 Discuss the disadvantages of the form of ownership identified in QUESTION 3.1.1 (4)
- 3.2 Explain the following success and/ or failure factors of Partnership as a form of ownership Legislation (4)
 - a. Taxation (4)

ACTIVITY 4

SECTION B

MARKS: 19

TIME: 20 MINUTES

4.1 Read the scenario below and answer the questions that follow:



MAVU SECURITY LTD (MS)

Mavu Security specialises in providing security services to the local households in Durban. MS opened another branch in Port Shepstone. The company issued a prospectus to invite the public to buy shares.

- 4.1.1 Identify the form of ownership represented in the scenario above. Support your answer by quoting from the scenario. (3)
- 4.1.2 Explain other characteristics of the form of ownership identified in QUESTION 4.1.1 (4)
- 4.2 Differentiate between Private Company and State Owned Company (4)

Use the table below as a guide for your answer

Private Company	State Owned Company

- 4.3 Explain the advantages of the non-profit company as a form of ownership. (4)
- 4.4 Suggest positives in forming a partnership as a form of ownership. (4)

ACTIVITY 5

SECTION C

MARKS: 40

TIME: 30 MINUTES

Starting a business require sufficient capital and target market. Liabilities of forms of ownership sometimes are an advantage to businesses. Capital and management are amongst other factors to consider when choosing a form of ownership. Lastly, it is important to note the impact of starting a form of ownership.

In the light of the above, answer the following:

- Outline the characteristics of a State Owned Company
- Differentiate between limited and unlimited liabilities
- Explain the following criteria in relation to the success and/ or failure of a Private Company
 - Capital
 - management
- Advise on the negatives on forming a Private Company.

(40)

TOPIC 5: PRESENTATION OF BUSINESS INFORMATION

Activity 1

1.1 Various options are provided as possible answers to the following question.

Choose the answer and write only the letter (A-D) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK. e.g. 1.1.6 D

1.1.1 This aspect should be considered when designing a multimedia presentation:

- A Information should include past and present facts.
- B Choose relevant images.
- C Cover a large amount of information.
- D Maintain eye contact with the audience.

1.1.2 Handling feedback after a presentation means that the presenter should ...

- A maintain eye contact with the audience
- B use visual aids effectively
- C always address the questions and not the person
- D keeps the presentation short and simple.

1.1.3 A visual presentation of a set of sales figures shown as a series of rectangles:

- A Line graph
- B Bar graph
- C Table
- D Diagram

1.1.4 An example of a non-verbal presentation is information in the form of a/an ...

- A written report.
- B data projector.
- C power point
- D oral report

1.1.5 This factor should be considered during the presentation:

- A Information should include past and present facts.
- B Choose relevant images.
- C Cover a large amount of information.
- D Maintain eye contact with the audience

1.2 Complete the following statements by using the word(s) provided in the list below. Write only the word(s) next to the question number in the answer book:

(Aspects to be considered when designing a multimedia presentation)

Legible;	images;	special;	font;	text;	hyperlink;	language;
and; spelling;	slides;	background;	visibility			

1.2.1 Start with the ... which forms the basis of the presentation

1.2.2 Use ... font and font size so that it is easy to see/read.

1.2.3 Select the...to complement/enhance the text

1.2.4 Choose ... that may help to communicate the message.

1.2.5 Add ... effects/sound/animation

SECTION B

ACTIVITY 2

2.1 Identify the visual aids used in each statements below

2.1.1 The finance manager, combined sounds and video clips with simple less cluttered slides to capture the interest of the audience.



2.1.2 Reuben handed over the notes of his presentation at the end as a reminder of key facts of the presentation.

2.1.3 Sim used a special pen which allowed her to write on the board while prepared images are displayed

2.1.4 Sam used a visual aid that enabled him to write notes that were added during his presentation and capture them on computer after his presentation.

2.1.5 Businesses use it when promoting their logo. (12)

2.4 Read the scenario below and answer the questions that follow:

Vela presented her sales figures to various stakeholders. She rehearsed to ensure a confident presentation. Vela created visual aids that will consolidate the information. She also kept the presentation short and simple. Vela maintained eye contact with the audience.

2.4.1 Quote TWO factors that Vela considered when preparing for a presentation. (2)

2.4.2 Outline the aspects to be considered when designing a multi-media presentation. (6)

2.4.3 Suggest/Recommend how a presenter should respond to questions/handle in a nonaggressive and professional manner after the presentation. (8)

2.5 Read the scenario below and answer the questions that follow:

Vuyela conducted a presentation on the impact of COVID-19 on her business. She revised objectives that were not achieved in her last presentation. She also used humour appropriately.

2.5.1 Quote TWO areas of improvement from the scenario above. (3)

2.5.2 Explain to Vuyelwa other areas of improvement that she can use to improve her next presentation. (6)

SECTION C

ACTIVITY 3

Business information can be presented in various ways and certain factors must be taken into consideration when preparing for a presentation. The presenter must be able to respond to questions in a non-aggressive and professional manner. The use of visual aids is recommended to enhance the quality of the presentation. In addition areas of improvement for the next presentation must be identified.

Write an essay on presentation in which you include the following aspects:

- Outline factors that must be considered when preparing for a presentation.


- Explain how to respond to questions after a presentation in a non-aggressive and professional manner.
- Evaluate the impact of the following visual aids:
 - Flip charts
 - Posters/Signs/Banners/Portable advertising stands/Flags
- Recommend areas of improvement in the next presentation. (40)

BUSINESS ROLES

TOPIC 6: PROFESSIONALISM AND ETHICS

ACTIVITY 1

1. Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – H) next to the question numbers (1.1.1 – 1.1.4).

COLUMN A	COLUMN B
1.1.1 Transparency 1.1.2 Ethical behaviour 1.1.3 Taxation/Tax Evasion 1.1.4 Unprofessional 	A business does not declare all their income to SARS with the aim of paying less tax. B. directors and managers are expected to operate in a manner that is easy for stakeholders to understand what actions are performed. C. means that the highest legal and moral standards are upheld when dealing with stakeholders. D. includes showing respect for others/take responsibility for your work/performing according to a job description etc. E. discussing clients' information/using clients' information for personal gain F. there must be regular communication between management and stakeholders. G. using fine print to conceal important information. H. starting a venture at the expense of someone else

ACTIVITY 2

2.1 Identify the types of unprofessional and unethical business practices that are displayed by each statements below.

2.1.1 Manchester Trading is a monopoly business in a village, their prices are higher and increases frequently. (2)

2.1.2 Employees of Sokhulu (PTY) LTD usually arrive late and leave early from work. (2)

2.1.3 General manager of Zwane Attorneys uses the company vehicle for personal use. (2)

2.1.4 Sinomusa Beauty Spa on their promotion promises their clients a free pedicure when they book a massage but fail to do so when the client arrives. (2)

2X4 (8)

MBAZWANA LOGISTICS LIMITED (MLL)

Mbazwana Logistics Limited offers a large variety of services. The management of MLL ensures that auditing and other reports are accurate and available to shareholders. Top management also ensure that other levels of management are clear about their roles and responsibilities.

3.1.1 Identify TWO King Code principles applied by MLL. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 3.1.1.

KING CODE PRINCIPLES	MOTIVATIONS
1	1
2	2

3.1.2 Explain how businesses can apply the King Code principles for good corporate governance to improve ethical business conduct identified in QUESTION 3.1.1. (8)

ACTIVITY 4

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

HEARTBEAT LTD (HL)

Heartbeat Ltd experiences challenges due to unprofessional business practice by some of their employees. Peter a managing director at Heartbeat LTD promises employees promotions if they agree to have intimate relationship with him. Some employees play computer games during working hours.

4.1.1 Identify TWO types of unprofessional business practices that are applicable to HEARTBEAT LTD. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 4.1.1.

UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATION
a)	
b)	

4.1.2 Explain how the above-mentioned types of unprofessional business practices pose challenges to Heartbeat LTD. (8)

ACTIVITY 5

5.1 Read the scenario and answer the questions that follow

BHEKO BAKERY (BB)

Ron, the owner of BB, does not record all the transactions of his business as required by South African Revenue Services. He was criticized for not conducting business in a professional, responsible, and ethical manner.

5.1.1 Identify the unethical business practice in the scenario above. Motivate your answer by quoting from the scenario (3)

5.1.2 Explain how the unethical business practice identified in Question 5.1.1 can pose challenges to BB. (4)

- 5.1.3 Recommend THREE ways in which BB should conduct business professionally, responsibly, and ethically. (6)

ACTIVITY 6: ESSAYS QUESTION ON ETHICS AND PROFESSIONALISM

Businesses are expected to conduct their operations in an ethical and professional manner. Various unethical and unprofessional business practices can pose a challenge for businesses. It is therefore important for businesses to develop strategies in order address these challenges.

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

- Elaborate on the meaning of ethical behaviour.
- Explain ways in which professional, responsible, ethical and effective business practice should be conducted.
- Discuss how the following unprofessional business practices can pose a challenge to businesses:
 - Sexual harassment
 - Unauthorised use of workplace funds and resources
 - Abuse of work time
- Suggest ways in which businesses could deal with pricing of goods in rural areas as an unethical business practice.



[40]

TOPIC 7: CREATIVE THINKING AND PROBLEM SOLVING

ACTIVITY 1

1.1 Various options are provided as possible answers to the following questions.

Choose the answer and write only the letter (A-D) next to the question numbers. In your Answer Book.

- 1.1.1 This problem-solving technique requires each employee to first generate his/her own ideas and then share them with members:
- A. Brainstorming
 - B. Force-field analysis
 - C. Empty chair technique
 - D. Nominal group technique

1.1.2 The process a senior manager uses to choose the best solutions is known as...

- A. Problem solving.
- B. Routine thinking
- C. Decision making
- D. Brainstorming

2X2) (4)

2.1 Choose a description from COLUMN B that matches a team in COLUMN A.

Write only the letter next to the question numbers in the ANSWER BOOK

Column A	Column B
2.1.1 Delphi Technique	A. Each employee in the small group had the opportunity to give one of his/her idea/solution with the short explanation.
2.1.2 Creative thinking	B. Ideas featuring new and original methods.
2.1.3 Decision-making	C. The ability to think of original, varied new ideas or new approaches
2.1.4 Problem-solving	D. Process of analysing a situation to identify strategies to bring about change.
2.1.5 Nominal Group	E. Experiencing uncertainty or difficulty in achieving what we want to achieve.
	F. Gathering facts that include problem findings and problem shaping.
	G. Various problem solving techniques which businesses used to solve business related problems.
	H. Invite a panel of experts to research the complaint from customers.

(2x5) (10)

ACTIVITY 2

- 2.1 Read the scenario below and answer the questions that follow.

ANELE MANUFACTURING (AM)

The management of Anele Manufacturing wants to change the structure of their business. They asked employees to evaluate the advantages and disadvantages of the proposed change. Employees were encouraged to apply creative thinking skills when discussing the change.

- 2.1.1 Identify the problem-solving technique applied by AM. Motivate your answer by quoting from the scenario above. (3)
- 2.1.2 Evaluate the impact of the problem-solving technique identified in QUESTION 2.1.1. (8)
- 2.1.3 Advise AM on the advantages of applying creative thinking in the workplace. (6)

Activity 2

- 2.1 Name any FOUR steps of problem-solving (4)
- 2.2 Differentiate between decision-making and problem-solving. (4)
- 2.3 Recommend ways businesses can create an environment that promotes creative thinking in the workplace. (8)

Activity 3

- 3.1 Read the scenario below and answer the questions that follow.

SIPHELELE DÉCOR AND CATERING (SDC)

Siphelele Décor and Catering has experienced a decline in sales and loss of profits due to COVID-19. Employees are requested to suggest new ideas in large group without working individually.

- 3.1.1 Name the problem-solving technique used by Siphelele Décor and Catering. Motivate your answer by quoting from the scenario above. (3)

3.1.2 Advise the management of SDC on how they can apply the problem-solving technique identified in QUESTION 3.1.1. (8)

TOPIC 8: SOCIAL RESPONSIBILITY, CSR AND CSI

SECTION A

ACTIVITY 1

1.1. Various options are provided as possible answers to the following questions. Choose the answer and write only letter (A-D) next to the question number (1.1.1-1.1.2) in the ANSWER BOOK, for example 1.1.1.D


1.1.1. Takatso Inc. has identified.....as one of their corporate social investment areas

- A. rural development
- B. business ethics
- C. health and safety
- D. employment equity (2)

1.1.2. Nthabiseng Ltd contributes towards the wellbeing of their employees by...

- A giving them the right to freedom of association
- B providing recreational facilities
- C allowing them longer break intervals despite tight deadlines
- D providing transport to all employees regardless of working hours (2)

1.2. Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-E) next to the question number (1.2.1.-1.2.2) in the ANSWER BOOK for example 1.2.1.E

COLUMN A	COLUMN B
1.2.1. Triple bottom line 1.2.2. Social responsibility 	A reporting on profit, planet, and people B reporting on profit, process and people C obligation to work towards improving the business D obligation to work towards improving the welfare of the communities

- 2.1 Elaborate on the meaning of *social responsibility*. (4)
- 2.2 Identify the triple bottom line components that were applied by Sizanani Limited in EACH statement below.
- 2.2.1 Sizanani Limited distributed masks and sanitizers to the local community.
 - 2.2.2 They produce eco-friendly products.
 - 2.2.3 Some of their surplus income was used to build a community centre. (6)
- 2.3 Explain the link between social responsibility and the elements of triple bottom identified in QUESTION 2.2 (9)
- 2.4 Read the scenario below and answer the questions that follow.

DANCE AFRICA EVENTS (DAE)

Dance Africa Events is a popular business that caters for different social events. The management of DAE uses some of their profits to fund the SMME's in the local community. They offer Learnerships for people who are not working.

- 2.4.1 Name TWO socio-economic issues that are applicable to the scenario above. Motivate your answer by quoting from the scenario. (6)

Use the table below as a GUIDE to answer **QUESTION 2.4.1**

SOCIO-ECONOMIC ISSUES	MOTIVATIONS
1.	
2.	

- 2.4.2 Suggest TWO strategies that DAE can use to deal with EACH socio-economic issue identified in QUESTION 2.4.1 above. (8)

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

MELLOW TRADERS (MT)

Mellow Traders decided to invest their surplus profit in corporate social investments (CSI) projects. They invested in communities by donating tablets for grade 12 learners. Sporting facilities were also provided by MT to promote a healthy lifestyle.

- 2.5.1 Quote TWO ways from the scenario in which MT contributed to the well-being of their communities (2)
- 2.5.2 Suggest other ways in which MT can contribute to the well-being of their communities. (6)
- 2.6 Recommend ways in which businesses can contribute time and effort in improving the well-being of employees. (6)

CSR/ CSI SECTION

ACTIVITY 3

- 3.1 Elaborate on the meaning of the following concepts:
- 3.1.1 *Corporate Social Responsibility/CSR.* 4)
- 3.1.2 *Corporate Social Investment/ CSI* (4)
- 3.2 Outline FIVE components of corporate social responsibility (CSR). (5)
- 3.3 Read the scenario below and answer the questions that follow

MNANDI BAKERY(MB)

Mnandi Bakery bakes and designs delicious wedding and birthday cakes. While others feel that MB does not really care about their needs as CSI projects are done to improve the business image. They also mentioned that CSI projects were not relevant to their needs.

- 3.3.1 Quote TWO positive and negative impact of CSI for the community from the scenario above. (4)
- 3.3.2 Discuss other impacts of CSR/CSI on communities. (8)

Use the table below as a guide to answer QUESTION 3.3.1

Positive impact of CSI for the community	Negative impact of CSI for the community
1.	1.
2.	2.

3.3.2 Discuss other impacts of CSR/CSI on communities. (8)

3.4 Evaluate the impact of corporate social investment (CSI) on MB as a business. (6)

3.5 Differentiate between corporate social responsibility (CSR) and corporate social investment (CSI). (8)



ACTIVITY 4 – ESSAY

Businesses have a responsibility to protect and uplift the environment by being responsible for their own operations. They have the obligation to contribute towards the wellbeing of the communities in which they operate. Businesses are also expected to address these issues through corporate social responsibility (CSR) and corporate social investment (CSI) initiatives.

Write an essay in which you address the following aspects:

- Elaborate meaning of Social Responsibility.
- Describe the purpose of CSR
- Evaluate the impact of CSR/CSI for the community and businesses
- Suggest ways in which businesses could contribute time and effort to improve the well-being of the community and employees

[40]

TOPIC 9: HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES

ACTIVITY 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number in the answer book, for example .1.1B

1.1.1 The roles of the health and safety representative is to:

- A Identify potential dangers in the workplace
- B Report product defects
- C Make a monetary contribution to the central fund
- D Charge workers who do not comply with safety measures

1.1.2 The right to choose and practice a religion is an example of ... rights.

- A economic
- B social
- C consumer
- D cultural

1.1.3 Which one of the following actions aims at promoting human health In the workplace

- A Irregular testing drinking water
- B Avoiding issues related to hygiene
- C Disposing of medical waste close to residential areas
- D Complying with environmental legislation (3x2) (6)

1.4 Identify the diversity issue addressed by Ixopo Ltd in EACH statement below:

- 1.4.1 Ixopo Ltd offers a menu that caters for various population groups.
- 1.4.2 The staff consists of young and old employees.
- 1.4.3 There are special facilities for physically challenged employees.
- 1.4.4 Ixopo Ltd employed an interpreter so that all employees can fully understand what is being said during meetings. (4x2) (8)

- 1.5 Read the scenario below and answer the questions that follow.

KOKSTAD CLOTHING MANUFACTURER (KCM)

The management of KCM Clothing has appointed health and safety representatives. They will be responsible for investigating incidents and complaints from workers.

- 1.5.1 Quote the role of the health and safety representatives from the scenario above. (1)
- 1.5.2 Outline TWO other roles of health and safety representatives in the workplace. (4)
- 1.6 Identify the diversity issues addressed by BCC Enterprise in EACH statement below.
- 1.6.1 The management of BCC Enterprise ensures that Vusi and Jane are treated equally in the workplace.
- 1.6.2 Senior experienced employees are requested to mentor younger employees.
- 1.6.3 BCC Enterprise makes provision for ramps to accommodate people using wheelchairs. (6)

- 1.7 Read the scenario below and answer the questions that follow.

CREIGHTON MINES (CM)

Creighton Mines specialises in the extraction of gem stones. The management is very proud of the way in which their workers are taking responsibility for their own safety. The workers also report unsafe and unhealthy conditions to the management

- 1.7.1 Quote TWO responsibilities of workers in promoting human health and safety in the workplace from the scenario. (2)

ACTIVITY 2

- 2.1 Explain the implications of equality, respect and dignity for businesses. (6)
- 2.2 Describe the responsibilities of workers in promoting human health and safety in the workplace. (4)
- 2.3 Discuss the benefits of diversity in the workplace.
- 2.4 Suggest how businesses could deal with the following diversity issues in the workplace:
- 2.4.1 Language (4)
- 2.4.2 Age (4)

ACTIVITY 3

- 3.1 Suggest ways in which businesses could protect the environment and promote human health in the workplace. (8)
- 3.2 Read the scenario below and answer the questions that follow.

AMANGWANE TOURS (AT)

Amangwane Tours employs workers from different cultural backgrounds and race. Some workers are intolerant towards each other which contributes to lower productivity. The management of AT has announced that all employees are expected to speak English during meetings.

- 3.2.1 Identify THREE diversity issues in the scenario above. (3)
- 3.2.2 Recommend to the management of AT on how they should deal with EACH diversity issue identified in QUESTION 3.2.1. (6)

ACTIVITY 4

QUESTION 4

Businesses must ensure that the economic rights of employees are observed and respected at all times. However, employers also have the responsibility to protect the workplace environment with the support of the health and safety representatives.

As an expert on economic rights and environmental issues, address the following aspects in your essay:

- Outline the economic rights of employees in the workplace.
- Explain the responsibilities of employers in promoting human health and safety in the workplace.
- Discuss the roles of health and safety representatives in protecting the workplace environment.
- Suggest ways in which businesses could protect the environment and human health in the workplace. [40]



TOPIC 10: TEAM PERFORMANCE ASSESSMENT AND CONFLICT MANAGEMENT

SECTION A: (COMPULSORY)

ACTIVITY 1: MATCHING

1.1 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the (A- J) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.E.

COLUMN A		COLUMN B	
1.1.1	Grievance	A	Disagreement between two or more parties in the workplace.
1.1.2	Team dynamics theories	B	Allocate tasks to team members or similar personalities
1.1.3	Expert	C	When an employee has complaint in the workplace.
1.1.4	Performing stage	D	Be firm and assertive.
1.1.4	Conflict resolution	E	Allocate tasks according to thAe roles for team members.
		F	Team members are aware of strategies and aims of team.
		G	Arranging a meeting between conflicting employees.
		H	Restricts the time of the discussion.
		I	Roles and responsibilities are clear and accepted.
		J	Shows respect towards members despite differences.

(5 x 2= 10)

ACTIVITY 3

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

CRUZ THRU (CT)

Nthabiseng, Lissa and Staff started a recycling project, known as Cruz Thru. Lissa always questioned the other members' ideas and opinions as canvassing to be the team leader. The team members eventually reached an agreement and consensus on the way forward.

- 3.1.1 Identify any ONE stage of team development that were experienced by CT. Motivate your answer by quoting from the scenario above. (3)

Use the table below as a guide to answer QUESTION 3.1.1

STAGES OF TEAM DEVELOPMENT	MOTIVATION
1.	

- 3.1.3 Explain TWO other stages of team development. (6)

ACTIVITY 4

- 4.1. Identify the causes of conflict applicable to businesses in each of the statement below:
- 4.1.1 The Rumble Team is not willing to work with the Menzi Team who always receives awards.
 - 4.1.2 Employees do not complete their tasks effectively as clear instructions are not always provided.
 - 4.1.3 Employees always argue over the use of equipment to accomplish their tasks.
 - 4.1.4 Some employees cannot cope with the large number of tasks given to them. (8)

ACTIVITY 5

- 5.1 Differentiate between grievance and conflict. (4)
- 5.2 Explain the correct procedure to deal with grievances in the workplace. (8)

ACTIVITY 6

- 6.1 Suggest ways in which businesses can deal with the following difficult personalities in the workplace:
- 6.1.1 Indecisiveness (4)
 - 6.1.2 Quiet (4)
 - 6.1.3 Aggressive (4)

ACTIVITY 7

ESSAY TYPE QUESTION

Business encourages employees to work in teams, which may lead to conflict sometimes. For this reason, it is important for businesses to familiarise themselves with the importance of dynamic theories. They should also find ways to deal with the conflict and difficult employees in the workplace

Write an essay on team performance and conflict management in which you include the following aspects:

- Outline characteristics of the successful team performance.
- Describe the importance of team dynamic theories in improving team performance.
- Discuss the steps to resolve conflict in the workplace.
- Suggest the ways in which businesses could deal with difficult employees in the workplace.

[40]