



KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

CURRICULUM GRADE 10 -12 DIRECTORATE

NCS (CAPS)

LEARNER SUPPORT DOCUMENT

GRADE 10: P1 &P2

BUSINESS STUDIES

STEP AHEAD REVISION

2024

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BUSINESS ENVIRONMENT

MICRO ENVIRONMENT

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 1.1.3) in the ANSWER BOOK, e.g. 1.1.6 D

1.1.1 The ... environment is the internal environment of the business.

- A micro
- B market
- C macro
- D social

1.1.2 This is a/an component of micro environment.

- A. Customers
- B. Vision
- C. Competition
- D. Intermediaries

1.1.3 A plan of action taken by top management to achieve their vision

- A. Vision
- B. Mission statement
- C. Strategy
- D. Goals

1.1.4 This environment exists immediately outside the business.

- A. Micro
- B. Macro
- C. economic
- D. Market

1.1.5 This organisation looks out for the welfare and interests of workers in the workplace.

- A. workplace Forum
- B. unions
- C. CEO
- D. Strikes.

1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 K

COLUMN A	COLUMN B
1.2.1 Economic environment	A. many businesses may succeed through the use of internet connectivity.
1.2.2 Cultural environment	B. they employ workers and supply consumers goods and services.
1.2.3 Political environment	C. the use of alternative energy resources such as solar energy, wind power and raw materials..
1.2.4 Technological Environment	D. local organisations that operate in the community
1.2.5 Natural environment	E. interest rates are the charges people and businesses pay for the cost of borrowing money
	F. they deal with issues such as working conditions or unfair treatment and fringe benefits etc
	G. businesses should produce goods to export so that they can increase their foreign income.
	H. businesses that are affected by government policies should influence the government through lobbying.
	I. management sees competition as an opportunity and a threat.
	J. marketing campaigns need to be sensitive to different religion

ACTIVITY 2

- 2.1 Elaborate on the meaning of the micro-environment (4)
- 2.2 Identify the components of the micro environment that applicable to each of the following statements:
- 2.2.1 Refers to how employees communicate among themselves, their dress code and administration policy
- 2.2.2 These various activities are performed by several departments in the business.
- 2.2.3 an organogram showing the three levels of management
- 2.2.4 Businesses need people with good leadership skills to motivate and guide others. (8)
- 2.3 Describe any TWO types of organisational structure. (6)
- 2.4 Read the scenario below and answer the questions that follow.

COMFY SCHOOLWEAR LTD(CS)

Comfy School wear is a local company that produces school uniform. CS obtained R30 000 as a loan from Money Bank. They also bought laptops and installed wifi in the business.

- 2.4.1 Identify TWO the organisational resources that are applicable to CS. Motivate your answer by quoting from the scenario above. (6)
- 2.4.2 Explain other organisational resources (4)
- 2.5 Read the scenario below and answer the questions that follow.

ZAMA ZAMA MANUFACTURERS (ZM)

Zama Zama Manufactures produces fashionable ladies' pants clothing. Swiss also wants to sell men's trousers clothing in future. ZM wants to become world - class manufacturing business in future. The management of ZM first identify the needs of their customers before they start producing their products.

2.5.1 Identify THREE components of the micro-environment that applies to SM. Motivate your answer by quoting from the scenario. (9)

Use the table below as a GUIDE to answer QUESTION 2.5.1

COMPONENTS OF THE MICRO ENVIRONMENT	MOTIVATION
1	
2	
3	

2.3 Briefly explain the interrelationship between micro, market and macro environments. (10)

MARKET ENVIRONMENT

ACTIVITY 1

1.1 Various options are provided as possible answers to the following questions 1.1.1 to 1.1.5. 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 E

1.1.1 The..... environment exists immediately outside the business.

- A. micro
- B. macro
- C. economic
- D. market

1.1.2. This organisation looks out for the welfare and interests of workers in the workplace.

- A. workplace forum
- B. unions
- C. CBO
- D. NGO.

1.1.3. The purpose of these organisations is not to make a profit but to provide a humanitarian service.

- A. NGO's
- B. CBO's
- C. Churches
- D. Unions

1.1.4 Thehave been established to assist communities in job creation /socio economic development and becoming self-sufficient.

- A. NGO's
- B. CBO's
- C. churches
- D. unions.

1.1.5. This organisation uses laws, rules and policies to control business practices.

- A. Regulators
- B. NGO's
- C. CBO's
- D. Unions

(5x2) (10)

ACTIVITY 2

2.1 Identify the components of the market environment from the statements below.

2.1.1 A farmer provides Ngwane Juice manufacturers with apples for their juice. (2)

2.1.2 Ngwane juice manufacturers works with Ramsammy wholesalers and Nozoleka retailers to distribute their products to consumers. (2)

2.1.3 African juice recently opened their shop selling fruit juice in the area. (2)

2.2. Explain the consumer as a component of the market environment. (4)

2.3. List two examples of each of the following: unions, NGO's, regulators and strategic allies. (8)

Use the table below as a guide to answer question 2.3.

Unions	NGO's	Regulators	Strategic Allies

(8x1) (8)

2.4 Define the meaning of the term market environment (4)

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

SUPER MAIZE ENTERPRISE (SME)

Super Maize Enterprise produces maize meal and instant soft porridge. They buy their raw material from Creighton Maize Farm. SME employees are members of Siyakha, a well-known trade union.

2.5.1 Identify THREE components of SME's business. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 2.1.1 above.

COMPONENT	MOTIVATIONS
1.	
2.	
3.	

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

AMANDLA AFRICAN FOOD (AAF)

Amandla African Food is a restaurant that sells traditional food at a reasonable price. The tourism department has invited AAF to open a traditional food stall at the cultural market on weekends. AAF donated with school uniform and food parcels to orphans. The Covid19 had a negative impact on AAF business, as a result their suppliers have increased their prices due inflation. AAF is losing to Nosihle Buy and Braai which sells pap and meat at very low prices.

2.6.1 Identify opportunities and threats on AAF business. (4)

2.6.2 Explain the reason why NGO's and CBO's form part of the market. (4)

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

SIPHO'S GARDENING SERVICES (SGS)

Sipho started his gardening business three years ago. SGS buys material from Jan's Gardening Accessories who charges high prices. SGS business became popular in his area such that Mpho Gardening Services (MGS) started offering the same service at a lower price. SGS lost many clients to MGS. Sipho decided to make use of Tom's Gardening Consultants to promote his services. The local municipality has placed a restriction on the water usage in the area of his business

2.7.1 Identify FIVE elements/components of the market environment from the scenario above. Motivate your answer by quoting from the scenario.

Use the table below to present your answer.

Elements of the market environment	Motivation
(1)	
(2)	
(3)	
(4)	
(5)	

(15)

2.7.2 Explain the reasons why Non-Governmental Organisations form part of the market environment. (4)

ACTIVITY 3

Businesses produce their products that are sold in the market environment. The quality of the product depends on the quality of raw material from suppliers and the service rendered by intermediaries. Taking advantage of opportunities and dealing with threats in the market might lead to a business success. Understanding your competition will give your business a competitive advantage.

- Define the term market environment.
- Discuss the following components of the market environment.
 - Suppliers
 - Intermediaries
- Explain the meaning of opportunities and threats in a business context and give practical examples of each.
- Suggest reasons why competition poses a challenge to businesses. [40]

CONSOLIDATION ACTIVITY

1.1.1 The ... function is responsible for buying quality raw material and services for the business

- A. marketing
- B. public relations
- C. purchasing
- D. administration

1.1.2 This function ensures that there is good communication between the business and its stakeholders

- A. Marketing
- B. Public relations
- C. Management
- D. Financial

1.2 Outline the differences between leadership and management. (8)

1.3 Explain the purpose of the business functions (6)

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

RESHMA LIMITED

Reshma is the owner of Reshma Limited appointed Chris as the financial manager. Thembi was appointed as a supervisor, while Theo was appointed as the CEO of the company

1.4.1 Identify the THREE levels of management from the scenario above. Motivate your answer by quoting from the scenario. (9)

Use the table below as a GUIDE to answer QUESTION 1.4.1

LEVELS OF MANAGEMENT	MOTIVATION
1.	
2.	
3.	

MACRO ENVIRONMENT

ACTIVITY 1

1.1 Complete the following statement by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1-1.2.5) in the ANSWER BOOK

Internal environment, Legal environment, inflation, full control, economic environment, interest external environment, no control, exchange rate

- 1.1.1 The macro environment is also known as ...
- 1.1.2 Business have ...control over macro environment.
- 1.1.3 The ...refers to all the external economic factors that influence buying habit of consumers and businesses.
- 1.1.4 A general increase in prices and a fall in the purchasing value of money is ...
- 1.1.5 The value of one currency for conversion to another is ...
- 1.1.6 The extra money that you pay back when you borrow money is ...**(12)**

1.2 Choose a description from COLUMN B that matches a term in COLUMN A

Write only the letter(A-J) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g. 1.2.6 K

COLUMN A	COLUMN B
1.2.1 Economic environment	A Businesses that offer services such as retailers and insurance.
1.2.2 Cultural	B Factors that increase consumer spending
1.2.3 Legal environment	C Employees share same values and beliefs.
1.2.3 Technological Environment	D Processing raw data into information.
1.2.5 Natural environment	E Factors that affect financial matters such as interest rates and inflation.
.	F Businesses are allowed to use the logo of their competitors.
	G Businesses that use raw materials to transform them into useful products.
	H Employees have different values and beliefs.
	I Businesses must comply with legislations.
	J Information technology such as computers and communication technology.

(10)

ACTIVITY 2

2.1 Define the meaning of Macro environment (4)

2.2 Explain how the following components of the macro environment pose challenges to business:

2.2.1 Physical environment (4)

- 2.2.2 Technological environment (4)
- 2.2.3 Social, cultural and demographic environment (4)
- 2.2.4 International/ global (4)
- 2.3 Advise businesses on the reasons why the macro environment pose challenge on their operations. (6)
- 2.4 Elaborate on the meaning of macro environment (4)
- 2.5 Read the scenario and answer the questions that follow.

ZAZI & PHIWO CLOTHING (ZPC)

ZPC specialises in the manufacturing of clothing. The profitability of the business has decreased due to high interest rates and using computerised machinery that needs constant up-dating. ZPC uses harmful chemicals when preparing their cloths for production

- 2.5.1 Identify the macro environment elements and motivate your answer by quoting from the above scenario. (9)
- 2.5.2 Recommend ONE way in which ZPC can deal with EACH challenge, as identified in QUESTION 2.5.1 (6)

Use the table below as a GUIDE to present your answer.

MACRO ENVIRONMENT	ELEMENTS	RECOMMENDATION
1.		
2.		
3		

2.6 Study the pictures below and answer the questions that follow.

PICTURE A



PICTURE B



2.6.1 Name the elements of the macro environment depicted in the pictures above. (4)

2.6.2 Explain the impact of the elements of the macro environment identified in QUESTION 2.6.1 on businesses. (4)

2.7 Discuss the negative impact of the following aspects of social environment on businesses:

- Poverty (4)
- HIV/AIDS (4)
- Unemployment (4)
- Low level of literacy and numeracy (4)
- Crime (4)

2.8 Discuss other FOUR elements of the macro environment. (2)

INTERRELATIONSHIP OF THE MICRO, MARKET AND MACRO BUSINESS ENVIRONMENT

Activity 1

1.1.1 _____ environment allows businesses to place orders in overseas countries.

- A – Economical
- B – Social
- C – legal
- D – Technological

1.1.2 The _____ business functions are dependent and are interrelated.

- A – 12
- B – 7
- C – 8
- D – 6

1.1.3 The _____ function is directly linked to the other business functions.

- A – Production
- B – Marketing
- C – Human resources
- D – General management

1.1.4 The purchasing function buys _____ for the production function to manufacture goods.

- A – Goods
- B – Raw Materials
- C – Durable goods
- D – Speciality goods

1.1.5 Employees with the correct _____ are appointed by the human resources manager.

A – qualifications

B – duties

C – mental health problems

D – role

(10)

ACTIVITY 2: Short questions

2.1 Discuss how a wage increase for employees will impact the entire business operation. (6)

2.2 Olwethu Cele started businesses that sell frames of all sizes.

Explain the implication of a supplier selling goods to a competitor at a lower price than to Olwethu's business. (4)

2.3 Explain how a business can influence its consumers. (3)

BUSINESS SECTORS

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 (1.1.1 – 1.1.5) on the ANSWER BOOK, e.g. 1.1.6 A

1.1.1 The... sector deals with extraction of raw materials and natural resources.

A. Tertiary

B. Secondary

C. Primary

D. Natural

- 1.1.2 Business in the ... are registered and pay tax to government.
- A. Formal sector
 - B. Services sector
 - C. Informal sector
 - D. Production sector
- 1.1.3 State-owned company is an example of businesses in the ... sector
- A. Private
 - B. Public
 - C. Government
 - D. Primary
- 1.1.4 The...sector involves the process of transforming raw materials into finished and unfinished products
- A. tertiary
 - B. primary
 - C. transformational
 - D. secondary
- 1.1.5 The role public sector is to ...
- A. improve the general standard of living of all its citizens
 - B. provide employment and contribute to tax revenue
 - C. offer large variety of goods and services to meet the demand of consumers
 - D. focus only on job creation

(10)

ACTIVITY 2

2.1 Read the scenario below and answer questions that follow

ZENZELE TOURS (ZT)

Zenzele Tours provides transport to all employees who works until late. Employees are no longer worried about their safety.

2.1.1 Identify the sector applicable to ZT in the scenario above. Support your answer by quoting from the scenario. (3)

2.1.2 Explain the meaning of the sector identified in QUESTION 2.1.1 (4)

2.2 Differentiate between public and private sector (4)

Use the table below as a guide to answer QUESTION 2.2

PUBLIC SECTOR	PRIVATE SECTOR

2.3 Elaborate on the meaning of informal sector (2)

2.4 Explain the importance of formal sector (4)

2.5 Advise businesses on the importance of private sector (4)

(21)

2.6 Describe the meaning of the following business sectors:

2.6.1 Primary (2)

2.6.2 Secondary (2)

2.6.3 Tertiary (2)

7 Study the pictures below and answer the questions that follow:

PICTURE A



PICTURE B



PICTURE C



2.8.1 Discuss the relationship between Picture A, B and C. (6)

2.8.2 Classify the following industries into primary, secondary and tertiary sectors.

Indicate with a cross (X) next to the relevant answer.

Industry	Primary	Secondary	Tertiary
Hotel			
Forestry			
Banking			
Motor			
Wool			
Textile			

(6)

- 2.9 Explain the differences between the formal and informal sector (8)
- 2.10 Discuss the importance of the informal sector (8)
- 2.11 Read the scenario below and answer questions that follow

ZENZELE TOURS (ZT)

Zenzele Tours provides transport to all employees who works until late. Employees are no longer worried about their safety.

- 2.11.1 Identify the sector applicable to ZT in the scenario above. Support your answer by quoting from the scenario. (3)
- 2.11.2 Explain the meaning of the sector identified in QUESTION 2.11.1 (4)
- 2.11.3 Differentiate between public and private sector (4)

Use the table below as a guide to answer QUESTION 2.11.3

PUBLIC SECTOR	PRIVATE SECTOR

- 2.12 Elaborate on the meaning of informal sector (2)
- 2.13 Explain the importance of formal sector (4)
- 2.14 Advise businesses on the importance of private sector (4)
- 2.15 Read the scenario below and answer questions that follow:

Amahle Fruit & Veg

Amahle specializes in selling fruit and vegetables next to Shoprite at Nkandla. Her business is not registered. She is not registered. She buys her stock at Manzana Fresh Produce Wholesalers.

2.15.1 Identify the two sectors in which AFV and MFP Wholesalers operate (2)

2.15.2 Define the two sectors identified in 2.15.1 above. (4)

2.15.3 Differentiate between the two sectors addressed in question 2.6.2. (4)

CONTEMPORARY SOCIO - ECONOMIC ISSUES

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 number.

1.1.1 A difference in income levels and wealth between groups of people.

- A. Poverty
- B. Inclusivity
- C. Inequality
- D. Gambling

1.1.2 Defined as the lack of resources to meet basic human needs.

- A. Poverty
- B. Unemployment
- C. Crime
- D. Counterfeiting

1.1.3 This means that all designated race groups should have access to the same opportunities despite their colour, belief and gender.

- A. HIV/AIDS status
- B. Inclusivity
- C. Inclusion
- D. Exclusion

1.1.4 A risk that people take by taking a chance with money in the hope to win money or a prize.

- A. Budgeting
- B. Spending
- C. Investment
- D. Gambling

1.1.5 The illegal production of imitation goods for sale.

- A. Counterfeiting
- B. Duplicating
- C. Bootlegging
- D. Reproducing

(5 x 2) (10)

ACTIVITY 2

2.1 Elaborate on the meaning of socio-economic issues.

(4)

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

BARGAIN GALORE BOOKS(BGB)

Bargain Galore Books sells a variety of fiction and non-fiction books. Zed's Exclusive Books illegally downloaded some of BGB's e-books from the internet.

2.2.1 Identify the socio-economic issue that poses a challenge to BGB. Motivate your answer by quoting from the scenario.

(3)

2.2.2 Discuss the negative impact of the socio-economic issue identified in QUESTION 2.2.1 on BGB as a business.

(6)

2.3 Advise businesses on the negative impact of HIV/AIDS

(4)

2.4 Identify the socio-economic issue represented in EACH statement below:

2.4.1 Sallie, one of Sky-Blue Consulting always borrows money from his colleagues and use it for horse betting.

2.4.2 The people of Mimotope village do not have money to buy basic needs.

2.4.3 Thembi broadcasted a performance by singing Tinyiko's song without his permission as the songwriter.

(6)

2.5 Discuss the negative impact of EACH socio-economic issue identified in QUESTION 2.4 above.

Use the table below as a guide to answer QUESTION 2.4 and 2.5

SOCIO-ECONOMIC ISSUE (2.4)	NEGATIVE IMPACT (2.5)
1.	
2.	
3.	

(12)

2.6 Explain the reasons why the socio-economic issues pose a challenge to businesses. (6)

2.7 Identify the socio-economic issues represented in each statement below:

2.7.1 Sphehile, one of Sky-Blue consulting always borrows money from his colleagues and use it for horse betting.

2.7.2 The people of Madadeni Township do not have money to buy basic needs.

2.7.3 Bongwe started her performance by singing Qwabe's song without his permission as the songwriter. (6)

2.8 Define the following terms

2.8.1 Poverty (2)

2.8.2 Inequality (2)

2.9 Describe TWO negative impacts of each type of socio-economic issue mentioned above on businesses. (8)

2.10 Explain the purpose of inclusivity in the workplace. (6)

2.11 Outline any FOUR initiatives taken by business in addressing socio economic issues.

INITIATIVE	SOCIO-ECONOMIC ISSUE
1	1
2	2
3	3
4	4

ACTIVITY 3

Socio-economic issues have a negative impact on business operations. Some people resort to gambling to supplement their income. Strikes negatively impact on business operations and may lead to business closure. Poverty often gives rise to crime.

Write an essay on socio-economic issues in which you include the following aspects:

- Outline reasons why socio-economic issues pose a challenge to businesses
- Explain the different types of gambling.
- Discuss the negative impact of poverty and strikes on businesses.
- Advise businesses on the negative impact of crime.

[40]

BUSINESS OPERATIONS

BUSINESS FUNCTIONS

ACTIVITY 1

1.1 MULTIPLE CHOICE

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 1.1.5) in the ANSWER BOOK e.g., 1.1.1 A

1.1.1 The business function that is responsible for planning, organising, leading and controlling.

- A. Marketing function
- B. Production function
- C. Purchasing function
- D. General management function

1.1.2 Matrix structure can be defined as the structure...

- A. where employees are given instructions by various managers. .
- B. that is permanent and structured around the specific project in the workplace.
- C. where employees return to their respective departments once project is completed.
- D. the span of control is unlimited.

1.1.3 One of the roles of Sbusiso as the supervisor of Dawn Traders is to...

- A plan daily activity within their respective departments.
- B develop plants for the business future.
- C. plan and requisite resources needed in their departments.
- D take remedial action to eliminate deviations in future.

1.1.4 This right allows consumers to shop around for the best price.

- A. Right to privacy and confidentiality
- B. Right to choose
- C. Right to return goods
- D. Right to complain.

1.1.5 Grand Repairs used this type of capital to pay for water and electricity and wages.

- A. Own capital.
- B. Borrowed capital.
- C. Working capital.
- D. Fixed capital.

(5x2=10)

ACTIVITY 2

GENERAL MANAGEMENT

2.1 Outline the differences between management and leadership. (8)

Use the following table as the GUIDE to answer QUESTION 1.1

MANAGEMENT	LEADERSHIP
1.	
2.	
3.	

2.2 Identify business function applicable to each of the following statements.

- 2.2.1 Developing effective advertising campaigns
- 2.2.2 Promoting the image of the company
- 2.2.3 The acquisition and effective utilisation of funds within the business
- 2.2.4 Buying raw materials at reasonable prices

(4X2) (8)

2.3 Name THREE levels of management and the type of decision taken by each level

LEVEL OF MANAGEMENT	TYPE OF DECISION
(1)	
(2)	
(3)	

(9)

2.4 Explain any TWO basic management tasks. (6)

2.5 Discuss the purpose/importance of the general management function. (6)

2.6 Identify the level of management applicable in each statement below:

2.6.1 Peter Hairdressers wants to open another branch in town in the next five years.

2.6.2 Management of Ellen Attorneys introduced a technological way of storing business information. (4)

ADMINISTRATION FUNCTION

2.7 Read the scenario below and answer the question that follows:

DUBE CONSTRUCTION (DC)

Cindy has been appointed as a Chief Administration Officer at Dube Construction. Cindy ensures that reliable information is available for management to make meaningful decisions. She also makes use of latest equipment to perform administrative tasks.

2.7.1. Identify the activities of the administration function applied by LS. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.8.1

ACTIVITIES OF THE ADMINISTRATION FUNCTION	MOTIVATION

2.7.2 Explain any other TWO activities of the administration function. (6)

FINANCIAL FUNCTION

2.8 Outline the activities of the financial function. (6)

2.8 Identify the sources of finance used by Smith Manufacturers in EACH statement below.

2.9.1 Smith Manufacturers received money from the government without having to pay it back.

2.9.2 They used the loan to purchase equipment that will belong to the lender until the loan is fully paid.

2.9.3 They received the start-up cash from Ayanda, and they gave Ayanda shares in return. (6)

2.10 Discuss any other TWO sources of finance for businesses excluding the ones in question 2.8 (6)

2.11. Distinguish between own and borrowed capital. (8)

Use the table below as a GUIDE to answer QUESTION 2.12

OWN CAPITAL	BORROWED CAPITAL

PURCHASING FUNCTION

- 2.13 Outline the importance of the purchasing function. (6)
- 2.14 Explain the activities of the purchasing function. (6)
- 2.15 Read the scenario below and answer the questions that follow.

MSWENKO FASHION (MF)

Mswenko Fashion specialises in selling latest fashion brands. MF allows every consumer the right to privacy and confidentiality, the right to apply for credit, as well as the right to fair and honest dealings.

- 2.15.1 Name TWO consumer rights according to Consumer Protection Act from the scenario. (2)
- 2.15.2 Explain the difference between cash and credit payment. (4)
- 2.16 Advise businesses on the purchasing procedure. (9)

ACTIVITY 3

ESSAY TYPE QUESTION

Businesses are guided by the National Credit Act to ensure fair credit processes. Customers need to be informed of their rights when buying on credit. It is important to ensure that credit providers operate responsibly. Businesses should be conversant with the remedies of National Credit Act to deal with reckless lending.

Write an essay on. National Credit Act in which you include the following aspects.

- Outline purpose of National Credit Act
- Explain the rights of consumers according to National Credit Act
- Discuss the responsibilities of credit provider according to National Credit Act.
- Advise businesses on remedies of National Credit Act. (40)

THE CONCEPT OF QUALITY

ACTIVITY 1

Complete the following statements by using the word(s) provided below. Write only the word(s) next to the question number.

quality assurance, quality, strength, weaknesses, quality control, production, quantity

- 1.1 The ability of a product to meet and exceed customers need is known as....
- 1.2 The.....is an internal factor that leads to a success of a business
- 1.3 The inspection that is done at the end of every stage of the production process is (6)

Activity 2

- 2.1 Identify the business functions that are applicable in the following statement
 - 2.1.1 The business has recently employed two female employees. (2)
 - 2.1.2 The manager is able to negotiate for better interest rate (2)
- 2.2 Read the scenario below and answer the following questions.

SBANI TEKKIES (ST)

SBANI TEKKIES is an enterprise that is manufacturing sport shoes.ST always check the quality of their final product to ensure that it meets the required standard.

- 2.2.1 Identify the concept of quality that is applicable to ST in the scenario above (2)
- 2.2.2 Explain the other concepts of quality not identified in question 2.2.1 (6)
- 2.3 Outline the quality indicators of administration function (6)

ACTIVITY 3

Businesses need to have specific systems in place so that it can ensure smooth production process. Quality is the most important aspect in the business. They should be aware of quality indicators of all the functions Management plays an important role in ensuring the success of the business.

Write reference to the above statement write an essay on the following.

- Elaborate on the meaning of quality for a business.
- Differentiate between the quality control and quality assurance
- Discuss the quality indicators of the following functions.
 - o Human resources
 - o General management
- Advise the business on the correlation between management and success of the business in achieving its objectives, strength and weaknesses (40)

CONSOLIDATION ACTIVITY

QUESTION 1

- 1.2 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 – 1.1.5) on the ANSWER BOOK, e.g., 1.1.6 A
- 1.2.1 The ... includes aspects that the business wants to achieve in its long-term plan?
- A. Customers
 - B. Vision
 - C. Mission statement
 - D. Intermediaries

1.2.2 Land is an example of ... capital

- A. Land
- B. Working
- C. Fixed
- D. Borrowed

1.2.3 Ensuring a fair selection procedure during selection is a quality indicator for ... function

- A. Marketing
- B. Human resource
- C. Administration
- D. General management

1.1.4 The ... is an example of civil society

- A. Suppliers
- B. Customers
- C. Government Organisations
- D. Non-government Organisations (NGOs)

1.1.5 Tactical decisions are taken in the ... level of management

- A. Top
- B. Lower
- C. Middle
- D. Upper-Middle

(5x2) (10)

- 1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question number (1.2.1-1.2.5) in the ANSWER BOOK, E.G 1.2.6 K.

COLUMN A	COLUMN B
1.2.1 Mission Statement	A. is the function that deals with processing of raw materials into final goods using technological machines
1.2.2 Community Based Organisation	B. is the type of capital that the owner borrows from the bank to pay it back with interest.
1.2.3 Macro environment	C. are organisations aimed at making desired improvements to community's health, well-being and safety.
1.2.4 Production function	D. is the goals and objectives of the business and employees
1.2.5 Borrowed capital	E. is the largest environment which includes buyers and sellers of products
	F. are organisations employed by government to service community and municipalities.
	G. is the function that deals with providing service to customers
	H. is the type of capital that the owner of the business already have from their savings.
	I. is the action-based approach of an organisation on how customers, goals and objectives will be served and achieved.
	J. is the largest environment that include inflation and interest rates.

(5x2) (10)

Activity 3.1 BUSINESS ENVIRONMENTS (MARKET & MICRO ENVIRONMENT)

Market environment demands businesses to take particular attention to it, because its components may affect the business if they are not attended to. Competition requires businesses to produce unique products to avoid substitution of their products. Business structure is also important as it outlines how businesses operate in micro environment.

Keeping in mind the above statement, write an essay on the following aspects:

- Define the meaning of market environment.
- Explain FOUR components of market environment.
- Discuss the reasons why competition pose a challenge to businesses.
- Suggest the importance of a business organisational structure.

[40]

ACTIVITY 3.2: BUSINESS OPERATIONS (THE CONCEPT OF QUALITY)

Quality is the ability of a product to meet a specific need. Businesses need to have specific systems in place so that it can ensure a smooth production process. All business functions must work together to enable the business to fulfil its objectives.

With reference to the above statement write an essay on the following aspects:

- Differentiate between quality control and quality assurance.
- Explain the importance of quality for businesses.
- Discuss quality indicators of the following business functions:
 - administration function
 - financial function
- Evaluate the correlation between management and the success of business in achieving its objectives, strengths and weaknesses **(5x2) (10)**

PAPER 2

BUSINESS VENTURE

FORMS OF OWNERSHIP

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 (1.1.1 – 1.1.4) in your answer book, for example, 1.1.5 D.

1.1.1 Mendos Givers provides help to floods victims and they are funded by donations. This is an example...

- A. Non-profit company
- B. Public company
- C. Partnership
- D. Private company

1.1.2 An example of a form of ownership that can raise capital by issuing shares to the public is...

- A. T & Z Services
- B. Sammy Fashion Inc.
- C. Solomzi Pty Ltd
- D. Zama Ltd

1.1.3 The advantages of Pha & Sons include the following:

- A. There are no legal requirements regarding the name of the business
- B. All partners have personal interest in the business
- C. Not required to file annual financial statements with the commission
- D. Profits are shared in the form of dividends in proportion to the shares held.

In... directors have unlimited liability, and they are jointly liable for the debts of the business even if they are no longer active in the office.

- A. Private Company
- B. Public Company
- C. Personal liability company
- D. Sole Trader

(4x2) (08)

2.1 Complete the following statements by using the word(s) provided in the list below. Write only the word(s) next to the question numbers (1.2.1-1.2.4) in the ANSWER BOOK.

Limited, Partnership, Prospectus, Co-operatives, Memorandum of Incorporation, Partnership agreement, Unlimited, Notice of incorporation

- 2.1.1 Zaza and Phiwas assets may be seized to pay for the debts if the business, this is known as ... liability.
- 2.1.2 A minimum of five members is required to start this form of ownership.
- 2.1.3 The ... sets out the rights, responsibilities, and duties of shareholders and responsibilities.
- 2.1.4 An ... is issued to the public to invite the public to invest in the company to raise capital.

(2x4)(8)

Activity 2

- 2.1 List THREE forms of ownership that are classified as profit companies. (3)
- 2.2 Read the scenario and answer the questions that follow

THANDO SOUP KITCHEN (TSK)

Thando Soup Kitchen (TSK) is the operates in Richmond. TSK is a company which aims to render a service that will benefit a community and not make a profit.

- 2.2.1 Identify the form of ownership represented by TSK. Motivate your answer by quoting from the scenario above. (3)
- 2.2.2 Explain the advantages of the form of ownership identified in 2.2.1. (4)

- 2.3 Discuss the differences between partnership and private company. (4)
- 2.4 Name any THREE different types of co-operatives. (3)
- 2.5 Read the scenario and answer the questions that follow.

YANDISA MANUFACTURER (Pty) Ltd (YM)

Yandisa Manufacturer (Pty) Ltd (YM) specialises in the production of paper bags for retail stores and restaurants. The management of YM wants to convert the company into a form of ownership that will allow them to sell shares to the public.

- 2.5.1 Identify the form of ownership represented by YM from the scenario above. Motivate your answer by quoting from the scenario. (3)
- 2.5.2 Name the form of ownership that will enable YM to sell shares to the public. (2)
- 2.6 Advise the business on the characteristics of the personal liability company. (6)
- 2.7 Outline any FIVE factors that should be considered when choosing a form of ownership. (10)
- 2.8 Explain the differences between profit and non-profit companies. (8)
- 2.9 Read the scenario below and answer the questions that follow:

MAPULA HAIRDRESSING SALON (MHS)

Mapula Hairdressing Salon specialises in the latest unisex hair styles. Mapula is the only owner of the business. Gerald, the owner of Gerald Hairdressing salon requested Mapula to form a joint business venture that will be named M & G Hairdressing salon.

- 2.9.1 Identify TWO forms of ownership that are applicable to the scenario above. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a guide to answer QUESTION 2.9.1

FORMS OF OWNERSHIP	MOTIVATION
1.	
2.	

2.9.2 Explain the differences between the TWO forms of ownership identified in QUESTION 2.3.1. (8)

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

SIZWILE MANUFACTURER (PTY) Ltd/SM (PTY) Ltd

Sizwile Manufacturer (PTY) Ltd specialises in the production of winter clothes for both males and females. The management of SM (PTY) Ltd wants to convert the company into a form of ownership that will enable them to sell shares to the public. This will enable them to raise sufficient capital for expansion.

2.11.1 Identify the form of ownership represented by Sizwile Manufacturer (PTY) Ltd. Motivate your answer by quoting from the scenario. (3)

2.11.2 Name the form of ownership that will enable Sizwile Manufacturer (PTY) Ltd to sell shares to the public. (2)

2.11.3 Discuss the advantages and disadvantages of the form of ownership mentioned in QUESTION 2.4.2. (12)

2.12 Explain the meaning of *limited* and *unlimited liability*. (4)

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

Vusi and Sibis completed their Bachelor of Science Engineering degrees. They want to register a company that will make directors to be liable for the debts of the business.

2.13.1 Name the form of ownership that will enable directors to be liable for the debts of the business. (2)

2.13.2 Name the document that will enable Vusi and Sibs to register the form of ownership identified in QUESTION 2.13.1. (2)

2.13.3 Discuss the characteristics of the form of ownership mentioned in QUESTION 2.13.1 above. (6)

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

THEMBELENKOSINI CAREGIVERS (TC)

Themebelenkosini Care Givers is situated in Soweto. The company provides services for school going orphans and vulnerable children. Khosi, the director of the company motioned that the aim of the company is to render a service not to make a profit.

2.14.1 Identify the form of ownership represented by TC. Motivate your answer by quoting from the scenario. (3)

2.14.2 Explain to Khosi the advantages and disadvantages of the form of ownership identified in QUESTION 2.14.1 (12)

Activity 3

3.1

Entrepreneurs who succeed normally start with small manageable businesses like a sole trader. Not all people start businesses to make profit hence, the formation of non-profit organisations. State-owned Enterprises aim beyond making profit as they focus on providing essential services.

As an expert in the different forms of ownership, write an essay which includes the following aspects:

- Outline the meaning of a sole trader
- Explain the characteristic of a sole trader
- Distinguish between profit organisation and non – profit organisation
- Advise the business on the advantages of the state-owned company

[40]

ACTIVITY 3.2 BUSINESS VENTURES(FORMS OF OWNERSHIP)

Many businesses realize the importance of a state-owned company in rendering essential services. While others feel that co-operatives are better than state owned companies as they share resources and costs to achieve a better outcome.

Write an essay on a state-owned company and co-operatives in which you include the following aspects:

- Elaborate on the meaning of a state-owned company.
- Explain the characteristics of a state-owned company.
- Discuss the disadvantages of a state-owned company.
- Advise businesses on the advantages and disadvantages of co-operatives. **(40)**

CONSOLIDATION AND SELF ENRICHMENT REVISION ACTIVITY

	Sole Trader	Partnership	Private Company	Public company	State owned company	Personal liability company
Capital	Contributed by the owner	Partners contribute money, skills and expertise	(a)	(b)	(c)	(d)
Name	(e)	(f)	Pty(Ltd)	Ltd	(g)	(h)
Liability	unlimited	(i)	(j)	limited	(k)	(l)
Legal Entity	(m)	It is not a legal entity	(n)	(o)	It is a legal entity	(p)
Management		Partners	(q)	®	(s)	(t)
Taxation	(u)	Taxed on their personal capacity				
Life span	(v)	(w)	(w)			

BUSINESS OPPORTUNITY AND RELATED FACTORS

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 (1.1.1 – 1.1.4) in your answer book, for example, 1.1.5 D.

1.1.1 Responses may be immediate/ direct or need to be emailed.

- A. Questionnaire
- B. Survey
- C. Business opportunity
- D. SWOT

1.1.2 Internal factors that contribute to the success of the business.

- A. Opportunity
- B. Strength
- C. Weakness
- D. Threat

1.1.3 Clients' satisfaction levels with products or service is an example of.....

- A. Market research
- B. Primary data
- C. Secondary data
- D. Research instrument

1.1.4 Khosi catering services ensures that is conducted regularly because people constantly change their buying behaviours and needs.

- A. Swot analysis
- B. Strategic planning
- C. Analysis
- D. Market research

1.1.5 Capable of working successfully.

- A. Feasible
- B. Viable
- C. Risk
- D. Best idea

2x5(10)

Activity 2

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

ZIPHO MEAT & DAIRY (ZMD)

ZIPHO MEAT & DAIRY (ZMD) is selling meat, milk, cheese and yoghurt. ZMD has three trained employees. The business does not have sufficient capital to buy new modern machinery to improve their production. ZMD's competitor in the same area is on the verge of closing down due to ineffective marketing and research plans. ZMD is located in a high crime area.

2.1.1 Name TWO research instruments that can be used by ZMD to collect customer data. (2)

2.1.2 Compile a SWOT analysis for ZMD. (8)

2.2 Distinguish between internal and external market research. (8)

2.3 Recommend to businesses the protocol for conducting research. (6)

Activity 3

Entrepreneurs should constantly be on the lookout for new business opportunities to be competitive. Market research is a useful tool for gathering information. Research instruments are used to assess needs and desires of customers and it is important to assess needs and desires when identifying a business opportunity.

With reference to the above preamble, write an essay in which you include the following aspects:

- Outline the steps identifying the business opportunities.
- Discuss the meaning of market research.
- Explain how businesses can use SWOT analysis to determine the viability of business venture.
- Advise businesses on the importance of assessing needs and desires in identifying a business opportunity.

PRESENTATION OF BUSINESS INFORMATION

Activity 1

2.2 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 number.

1.1.1 Presenters use---- as a visual aid to display large illustrations of products to support the core message of their presentation.

- A. an overhead projector
- B. a data projector
- C. flash cards
- D. posters

1.1.2 Provides information that leads to decision making.

- A. technical report
- B. tables
- C. business report
- D. presentation

1.1.3 Keeps the audience engaged during the presentation

- A. audio visual aid
- B. non-verbal presentation
- C. interactive whiteboard
- D. illustrations

(6)

ACTIVITY 2

2.1 Distinguish between verbal and non-verbal presentation. (8)

2.2 Read the scenario below and answer the questions that follow

MABUTHO BUS SERVICES (MBS)

Sam is the Marketing Manager at Mabutho Bus Services (MBS) is preparing a business report. Sam made sure that he collects all the necessary information. The report will help the audience to remember the presentation. He gave Gert the report to look at it and make suggestions for improvement.

2.2.1 Quote TWO guidelines that Sam considered when writing a business report. (2)

2.2.2 Explain other guidelines on writing an effective business report. (6)

2.3 Identify the types of visual aids applicable in the statements below:

2.3.1 Nic uses a piece of paper that is attached to a stand to summarise the main facts during the feedback session. (2)

2.3.2 Sean will present and project images from a computer during the presentation. (2)

2.3.3 Nizibone gives a summary of the presentation and provide follow-up activities. (2)

2.3.4 Vuyo uses a device that allows the presenter to write on the board with special pen while prepared images are displayed. (2)

ACTIVITY 3 (PRESENTATION OF BUSINESS INFORMATION)

Business reports play an important role in the workplace. Presenters should understand the purpose of audio-visual aids. Different visual aids may be used to enhance presentations. Presenters must consider all relevant information when designing a presentation.

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

- Outline the importance of business reports.
- Explain the purpose of audio-visual aids.
- Discuss the following types of visual aids.
 - Hand-outs
 - Data projector
- Recommend the factors that must be considered when designing a presentation.

[40]

BUSINESS PLAN

ACTIVITY 1

1.1 Choose a description from column B that matches a term in column A. Write only the letter (A-J) next to the question number (1.3.1-1.3.5) in the answer book, for example
1.3.6 K

COLUMN A	COLUMN B
1.1.1 Price	a point at which profits are equal to expenses.
1.1.2 Budget	B. records the details of how much capital is required and how it will be raised.
1.1.3 Operational plan	C. the amount of money that must be paid by the consumer to obtain a product.
1.1.4 Executive summary	D. a business needs to be registered before it can obtain finance or start doing transactions.
1.1.5 Legal requirements	E. includes where the business will be located.
	F. it is included to satisfy those who do not have time to go through the entire plan.
	G. a statement which describe the purpose of the business and explains why the business exists.
	H. how a business is going make its target market aware of its products /service.
	I includes the type of ownership such as sole trade/partnership etc
	J. monthly indication of projected flow of cash in and out of the business.

Activity 2

2.1 Outline the components of a business plan. (4)

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

THEMBI KITCHEN(TK)

Thembi Kitchen's sells fast food. Her business is located near a busy taxi rank. The business has been affected by crime for several times Mavusana's kitchen which was also located in the same area has closed down. TK did not insure her stock and property.

2.2.1 Compile a SWOT analysis for TK (4)

Use the table below as a GUIDE to answer QUESTIONS 2.2.1

STRENGTH	WEAKNESS
OPPORTUNITIES	THREATS

2.3 Explain the importance of market research (6)

2.4 Identify the 7P's of the marketing mix that applies to Avethandwa's Boutique in EACH statement below.

2.4.1 Avethandwa changes the layout of her business every 5 years

2.4.2 The business will advertise its products using Facebook.

2.4.3 She ensures that the target market affords her products. (6)

2.5 Read the scenario below and answer the questions that follow

RONETTE WHOLESALERS(RW)

Ronette wholesalers operates in Durban. RW was badly affected by the recent heavy rains, as a result she lost all her stock. Burglary incidences have been a regular occurrence in the area where her business is situated.

- 2.5.1 Identify challenges of the macro environment for RW from the scenario above.
Motive your answer by quoting (6)
- 2.6 Name FIVE types of legal requirements of a business. (5)

Activity 3

The business must consider the aspects to be included in the executive summary. Businesses are expected to draw up a business plan which includes its components and its importance. Businesses need to be unique in order to be more competitive.

Write an essay on the following aspects:

- Outline the aspect that must be included in the executive summary.
- Explain the importance of the business plan.
- Discuss operational plan as one of the components of the business plan
- Advice businesses on the strategies to overcome competition in the market.(40)

BUSINESS ROLES

SOCIAL RESPONSIBILITY

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 number.

1.1.1 One of the following is not an example of corporate social responsibility initiative

- A) Producing socially responsible goods and services
- B) Treating employees in a socially responsible way
- C) Ensuring production techniques are socially responsible
- D) Mistreating employees on a regular basis

(2x1) (2)

2. 1 Read the scenario below and answer the questions that follow

KYLES SPORTING (KS)

KYLES SPORTING (KS) supplies export sports equipment to many countries around the world. KS is involved in many community activities such as providing skills development workshops for the unemployed youth,. They also provide bursaries for disadvantaged students and provide sanitary pads to local schools.

- 2.1.1. Define the meaning of 'Social Responsibility' (2)
- 2.1.2. Identify THREE examples of CSR projects from the scenario above (3)
- 2.1.3. Elaborate on the meaning of Corporate Social Responsibility (2)
- 2.2. Suggest initiatives that businesses can take to address the following socio- economic issues:
- 2.2.1. Poverty (4)
- 2.2.2. Unemployment (4)
- 2.2.3. HIV/AIDS (4)

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 number (4.1.1 to 4.1.5) in the answer book, e.g. 4.1.6. E

1.1.1 The facilitator must encourage everyone to participate and ensure that no-one criticizes any suggestion.

- A. Nominal group
- B. Force field analysis
- C. Brainstorming
- D. Delphi

1.1.2 The nature of the problem must be precise.

- A. Formulate a strategy
- B. Define the strategy
- C. Identify the problem
- D. Realistic strategy

1.1.3 The ability to think of original varied new ideas is ...

- A. Creative thinking
- B. Delphi
- C. Problem solving
- D. Decision making

1.1.4 The ... describe the current situation and the desired situation.

- A. Brainstorming
- B. Delphi
- C. Nominal group
- D. Force field

The ... provides time to think about the question in silence before responding.

- A. Brainstorming
 - B. Nominal group
 - C. Delphi
 - D. Force field
- (10)

Activity 2

2.1 Elaborate the meaning of creative thinking. (4)

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

MNANDI PROJECTS (MP)

The management of Mnandi Projects wants to change the structure of their business. They asked employees to evaluate the advantage and disadvantages of the proposed change. Each individual silently brainstorms as many ideas as possible and write them down.

2.2.1 Identify **TWO** problem solving techniques that MP will use. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 2.2.1.

PROBLEM SOLVING TECHNIQUE	MOTIVATION
1.	
2.	

2.3 Elaborate the meaning of a business opportunity. (2)

2.4 Identify the problem-solving cycle represented in EACH of the following statements: (8)

2.4.1 The business needs to consider different solutions for the problems by using creative thinking techniques.

2.4.2 If the strategy is not working, the business must come up with alternative strategies.

2.4.3 Businesses must first know and understand the problem.

2.4.4 The business must explain the problem so that it becomes easier to find solutions.

2.5 Explain how businesses can use creative thinking to generate entrepreneurial opportunities. (6)

ACTIVITY 3 BUSINESS ROLES (CREATIVE THINKING AND PROBLEM SOLVING)

Businesses operate in a challenging environment that requires employees to better understand the difference between decision making and problem solving. Businesses need to apply Delphi and Nominal Group technique to solve complex business problems. Creative thinking can benefit businesses when solving problems. Businesses need to understand that there are many ways in which creative business opportunities can be realistically implemented.

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

- Outline the difference between decision making and problem solving.
- Explain ways in which the following problem-solving techniques can be implemented to solve business problems:
 - Delphi technique
 - Nominal group technique
- Discuss the benefits of creative thinking in the workplace. GDZ.
- Recommend ways in which creative business opportunities can realistically be implemented. **(40)**

Activity 3.2

Creativity and innovation are amongst many other ways businesses can be competitive and increase their market share. Problem solving cycle is a logical way of solving business related problems. Using problem solving techniques are only practical if the business is having an enabling environment that allows employees to be creative.

With reference to the above statement write an essay on the following aspects:

- Elaborate on the meaning of creative thinking
- Explain the problem-solving cycle.
- Discuss how businesses can apply the following problem-solving techniques
 - Nominal-Group Technique
 - Brainstorming (Please choose one technique not both)
- Recommend ways in which businesses can create an environment that stimulate creative thinking in the workplace

[40]

RELATIONSHIPS AND TEAM PERFORMANCE

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 number.

1.1.1 The relationship between two employees working at the same place is.....

- A Teamwork
- B Interpersonal relationships
- C Working relationship
- D Collaboration

1.1.2 Employees enjoy a culture of honesty, and psychological safety.

- A Mutual trust
- B Discrimination
- C Prejudice
- D Mutual respect

1.1.3 The is the quality of being relatively free from obstruction or relatively unoccupied.

- A Collaboration
- B Teamwork
- C Communication
- D Openness

1.1.4 The core values of the business are beliefs, philosophies and principles

- A Respect
- B Beliefs
- C Values
- D Profit

1.1.5 One of the ways in which diversity can be addressed is.

- A Awareness of cross-cultural differences.
- B Adhering to policies of equal opportunities when appointing new staff.
- C Procedure to report discrimination in the business.
- D Human resource policy should promote equity through appointments, promotion and allocation of resources

5 × 2 = (10)

Choose a term from column B that matches a description in column A. Write only the letter next to the question number.

COLUMN A	COLUMN B
1.2.1 Quality feedback improves the morale of the team.	A prejudice B beliefs C diversity
1.2.2 Treating people differently because of race, gender, disability, religion or belief	D equity E values
1.2.3 When people judge other people because of certain qualities such as skin colour, gender, religion or social group	F discrimination G hierarchy
1.2.4 The things we believe in are important, such as fairness and honesty	H collaborations I respect
1.2.5 Promoting equal opportunities for all in the workplace regardless of race, culture, language, gender and religion	J communication

ACTIVITY 2

- 2.1 Elaborate on the meaning of business objectives. (4)
- 2.2 Read the scenario below and answer the questions that follow.

SADY PANEL BEATERS (SPB)

Sady Panel Beaters motivate the members of the team to learn from each other and grow. Teamwork encourages workers to increase their range of skills to increase productivity. Team can be upset when a new member of staff joins suddenly

- 2.2.1 Quote TWO benefits of teamwork from the scenario above. (2)
- 2.2.2 Outline other benefits of teamwork in the workplace that are not mentioned in QUESTION 2.2.1 (6)
- 2.3 Read the scenario below and answer the questions that follow.

SMELL TEAM (ST)

Gobela is the manager for ST. He gave credit to members for positive contributions. He set and clearly defined realistic goals so that all members know exactly what is to be accomplished. He requested each member to respect other team members' skills and experience. Gobela advised each team member to feel free to speak and ask questions.

- 2.3.1 Identify FOUR criteria for successful team performance applied by Gobela. Motivate your answer by quoting from the scenario above. (12)

Use the table below as a GUIDE to answer QUESTION 2.3.1

CRITERIA FOR SUCCESSFUL TEAM PERFORMANCE	MOTIVATIONS
1	
2	
3	
4	

ACTIVITY 3 BUSINESS ROLES (RELATIONSHIPS AND TEAM PERFORMANCE)

Businesses must ensure that interpersonal relationship in the workplace is considered. The focus of the management is on the factors that influence the team. The criteria for a successful team serve as a guideline on how teams should interact with each other on a project. They create an environment that enables teams to work effectively

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

- Outline the meaning of interpersonal relationship in the workplace.
- Explain THREE factors that can influence team relationships in the workplace.
- Discuss the following criteria for successful team performance:
 - Interpersonal attitude and behaviour
 - *Co-operation/Collaboration*
 - Shared values
 - Collaboration

- Suggest ways in which businesses can create an environment that enables the team to work effectively

CONSOLIDATION ACTIVITY 3.2

Some businesses fail to compete with other businesses because of poor and proper planning. The purpose of executive summary must explain the major aspects of the product and the business itself. Business plan must also be considerate of macro environment challenges

In the light of the above preamble, respond to the following:

- Outline the components of a business plan
- Explain the importance of a business plan
- Discuss the purpose of the executive summary in a business plan
- Analyse the challenges of the macro environment using PESTLE analysis.

[40]