



**KWAZULU-NATAL PROVINCE**

EDUCATION  
REPUBLIC OF SOUTH AFRICA

# **CURRICULUM GRADE 10 -12 DIRECTORATE**

## **NCS CAPS**

### **STEP AHEAD REVISION PROGRAMME**

#### **LEARNERS SUPPORT DOCUMENT**

##### **GRADE 11 TERM 1-4**

##### **BUSINESS STUDIES**

**2024**

## **PREFACE**

This support document serves to assist Business Studies learners with extra activities to use for revision purpose after completing a section of work to deal with curriculum gaps. It also addresses the challenging topics in the Grade 11 curriculum. The activities should be used in conjunction with the 2024 Annual Teaching Plan, 2023 Grade 11 Examination Guidelines and Grade 11 2021-2023 Step Ahead Learner Support Documents. This support document covers the following topics:

<b>NO.</b>	<b>TOPIC</b>
1.	<b>Business Environments</b>
2.	<b>Contemporary Socio-economic issues</b>
3.	<b>Business Sectors</b>
4.	<b>Production Function</b>
5.	<b>Introduction to Human Resource</b>
6.	<b>Forms of ownership</b>
7.	<b>Franchising, leasing and outsourcing</b>
8.	<b>Transformation of business Plan into action</b>
9.	<b>Presentation</b>
10.	<b>Stress, Crisis and change management</b>
11.	<b>Ethics and professionalism</b>
12.	<b>Business Roles</b>
13.	<b>Business Roles: Creative thinking</b>
14.	<b>Entrepreneurial qualities</b>
15.	<b>Team Performance and Conflict Management</b>

**INFLUENCES AND CONTROL FACTORS RELATING TO THE BUSINESS ENVIRONMENTS**

**ACTIVITY 1**

1.1. A business has no control over ... environment.

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

1.2. The following is not a component of the micro-environment.

- A Vision
- B Mission
- C Organisational resources
- D Competitor

1.1.3 Baye Transport operates in the ... sector as they specialise in delivery services.

- A Secondary
- B Primary
- C economic
- D tertiary

(4x 2) (10)

**ACTIVITY 2**

2.1 Name THREE components of the macro environment. (3)

2.2 Read the scenario below and answer the questions that follow

**XULU TRADERS (XT)**

Xulu Traders has recently experienced a decline in profits. The employees of XT do not listen to management. Their supplier delivers late every month. XT is still using outdated technology.

2.2.1 Quote THREE challenges from the scenario above that XT has to deal with. (3)

2.2.2 Classify EACH challenge quoted in QUESTION 2.2.1. according to the business environment. (3)

2.2.3 State the extent of control that is linked to each of the business environment. (3)

Use the table below as a GUIDE to answer this question 2.2.1 to 2.2.3

<b>CHALLENGES 2.2.1</b>	<b>BUSINESS ENVIRONMENTS 2.2.2</b>	<b>EXTENT OF CONTROL 2.2.3</b>

2.3 Explain reasons why the business has more control over the microenvironment. (6)

2.3 Identify challenges of the microenvironment described in EAC statement below.

2.3.1 Senzo is always complaining about the working hours and procedure sub-standard work. (2)

2.3.2 Themba's Road Construction fails to meet it target due to lack of leadership. (2)

2.3.3 The management of Siyabusa Traders does not have a clear strategy of where the business is going. (2)

2.3.4 Jacky's Enterprise have declared a dispute, and they are refusing to work until the dispute has been settled. (2)

## **CHALLENGES OF THE BUSINESS ENVIRONMENTS**

### **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 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 A

1.1.1 Workers refuse to work until employers meet their demands.

- A. Go-slows
- B. Protests
- C. Strikes
- D. Unrest

1.1.2 Beliefs, norms, values, and interest that are shared by a particular society.

- A. Demographics
- B. Psychographics
- C. Physiological factors
- D. Socio-cultural factors

1.1.3 The characteristics of the population such as age, gender and so on.

- A. Demographics
- B. Psychographics
- C. Physiological factors
- D. Socio-cultural factor

1.1.4 These refer to consumer attitudes, interests, opinions and lifestyles.

- A. Demographics
- B. Psychographics
- C. Physiological factors
- D. Socio-cultural factors

- 1.1.5 Labour laws put in place by the government to prevent the exploitation of employees in the workplace.
- A. Labour restrictions
  - B. Contemporary legislation
  - C. Legal restrictions
  - D. Rules and regulations

(5x2) (10)

**ACTIVITY 2**

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

**TINKIES BAKERY (TB)**

Tinkies Bakery produces exotic wedding cakes. Some of TB's are always late for work. The business lost customers to Star Bakery. TB had to replace some of its stolen equipment due to the high crime rate in their area.

Use the table below as a guide to answer the questions that follow:

<b>CHALLENGES (2.2.1)</b>	<b>BUSINESS ENVIRONMENTS (2.2.2)</b>	<b>EXTENT OF CONTROL (2.2.3)</b>

- 2.2.1 Identify THREE challenges for TB from the scenario above. (3)
  - 2.2.2 Classify TB's challenges according to the THREE business environments. (3)
  - 2.2.3 State the extent of control TB has over EACH business environment named in QUESTION 2.2.2. (3)
- 2.3 Advise businesses on the challenges caused political changes. (6)

2.4 List THREE business environments and state the extent of control that businesses have over EACH environment.

Use the table below as GUIDE TO ANSWER each environment.

<b>BUSINESS ENVIRONMENTS</b>	<b>EXTENT OF CONTROL</b>
1.	
2.	
3.	

### **ACTIVITY 3**

Strikes and go-slows often pose a problem for businesses. Businesses have to consider shortage of suppliers and changes in consumer behaviour and how they pose a challenge on their operations. The challenge of globalization must be considered by all businesses. It is important for businesses to find ways to overcome competition in the market environment to survive.

Write an essay on challenges of the business environment in which you include the following aspects:

- Outline strikes and go-slows as a challenge of the micro-environment.
- Explain globalization as a challenge of the macro environment.
- Discuss the following challenges of the market environment:
  - Shortage of suppliers
  - Changes in consumer behaviour
- Recommend ways in which businesses can overcome competition in the market environment.

**[40]**

## **ADAPTING TO THE CHALLENGES IN THE BUSINESS ENVIRONMENTS**

### **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 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 A

1.1.1 The collection, storage and distribution of information.

- A. Strategic management
- B. Information management
- C. Networking management
- D. Power management

1.1.2 Forming and implementing major goals from managers.

- A. Strategic management
- B. Systematic management
- C. Operational management
- D. Technical management

1.1.3 Tumelo (Pty) Ltd invested money in a way that its value overcomes inflation.

- A. Bargaining
- B. Investment
- C. Financing
- D. Hedging

1.1.4 When two or more businesses join their resources together to form a new business.

- A. Takeover
- B. Acquisition
- C. Merger
- D. Alliances



1.1.5 Goodies Manufacturers took control of Southern Suppliers through majority ownership of its shares.

- A. Takeover
- B. Partnership
- C. Joint venture
- D. Amalgamation

(5 x 2) (10)

## ACTIVITY 2

2.1 Outline TWO projects that can be undertaken by businesses as part of social responsibility. (4)

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

### ULNA TRADERS (UT)

The management at Ulna Traders is desperately trying to control its environment and the behavior of other businesses by forming power relationships. They gained valuable advice from powerful influential people after inviting them to be part of their board of directors.

2.2.1 Identify ONE way UT had formed a power relationship in the scenario above (2)

2.2.2 Describe TWO other ways in which businesses can form power relationships. (6)

2.3 Suggest ways in which business can have a direct influence on the environment. (4)

### ACTIVITY 3

Networking has many advantages for businesses. Successful businesses have the ability to adapt to the many challenges that their businesses face. Businesses should consider using the different types of lobbying. Businesses benefit from social responsibility projects.

Write an essay on adapting to challenges of the business environment in which you include the following aspects:

- Outline the advantages of networking.
- Explain any THREE ways in which businesses can adapt to challenges of the business environments.
- Discuss the following types of lobbying:
  - Hedging against inflation
  - Bargaining sessions between management and unions
- Recommend the benefits of social responsibility projects for businesses.

**[40]**

## CONTEMPORARY SOCIO-ECONOMIC 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 numbers (1.1.1 to 1.1.2) in the ANSWER BOOK, for example 1.1.3 D.

1.1.1 The workers at Ogwini Mining collectively participated in an industrial action and refused to work until their demands were met.

- A picketing
- B strike
- C go-slow
- D collective bargaining

1.1.2 ... may lead to employees having to repeat a task.

- A Illiteracy
- B Dumping
- C Demographics
- D Lack of skills

1.1.3 Nokweja (Pty) Ltd cannot produce at maximum level due to shortage of coal to supply electricity in South Africa.

- A exhaustion of natural resources
- B economic crime
- C inefficiency in the use of natural resources
- D socio, cultural and demographic issues

1.1.4 Employees who are affected by ... are always absent because of medical doctors appointment.

- A inequality
- B HIV/AIDS
- C unemployment
- D poverty

1.1.5 A situation where some people are more prosperous and given better opportunities than others individuals in the society is known as ...

- A inequality
- B discrimination
- C crime
- D affirmative action

**(5X2)(10)**

1.2 Match the term/concept in column A with the explanation in column B. Write only the letter next to the number in your book.

COLUMN A		COLUMN B	
1.2.1	Dumping	A	The organisation that protects the rights and interests of workers in the workplace.
1.2.2	Trademark	B	Ezemvelo Production exports illegal goods to another country.
1.2.3	Trade union	C	Government licence for a set period to exclude others from making or using an invention
		D	Promote disagreement between employers and employees in the workplace.
		E	Edward Ltd exports goods to another country at a price that is much lower than the price it charges in its home market.
		F	Sinaye Logistics used a legally registered a symbol to represent their company and products.

## ACTIVITY 2

- 2.1 Elaborate on the meaning of lockout as an industrial action. (2)
- 2.2 Read the scenario below and answer the questions that follow.

**GOGODA CLOTHING (GC)**

Gogoda Clothing produces quality school uniform. Business production level has declined due to rapid increase in prices of fabric. GC is under strain due to increased number of people relocating to the area making it difficult to meet the demand of the market.

2.2.1 Identify TWO socio-economic issues applicable to GC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.2.1

<b>SOCIO-ECONOMIC ISSUES</b>	<b>MOTIVATION</b>
1.	
2.	

(6)

2.2.2 Explain the negative impact of any ONE socio-economic issues identified in QUESTION 2.2.1 above. (4)

2.3 Differentiate between Go-Slow and Strikes

Use the table below as a guide to answer Question 2.3

<b>GO-SLOW</b>	<b>STRIKES</b>
1.	
2.	

(8)

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

**MENZIWA ENTERTAINMENT**

Menziwa entertainment applied for a licence that will prevent other business from producing and sell their product. They also created a logo that identifies their products.

2.4.1 Identify TWO solutions to piracy that are applicable to the scenario above. Motivate your answer from the scenario.

Use the table below as GUIDE to answer QUESTION 2.4.1

SOLUTIONS TO PIRACY	MOTIVATIONS
1.	
2.	

(6)

2.4.2 Explain other solutions of piracy.

(6)

2.5 Discuss the negative impact of piracy on businesses.

(8)

### ACTIVITY 3.1

#### BUSINESS ENVIRONMENTS:(CONTEMPORARY SOCIO-ECONOMIC ISSUES)

Trade unions play a huge role in the economy. There are various functions of trade unions that must be recognised by businesses. Businesses must ensure that practices are fair and in line with Labour Relations Act to avoid unnecessary disputes by unions. Piracy often affects many businesses negatively.

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

- Outline the roles of trade unions.
- Explain the functions of trade unions.
- Discuss the purpose of Labour Relations Act.
- Advise businesses on the negative impact of piracy.

[40]

### ACTIVITY 3.2

Businesses usually lobby with government to influence policies and legislation. Businesses with best products and businesses practices, still needs strong relationships to succeed in the workplace. It is therefore a crucial component for the success of a business to create and maintain strong relationships with the stakeholders in each of its environments. Networking plays an important role in the marketing and expansion of an organisation.

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

- Elaborate on the meaning of lobbying.
- Explain THREE types of lobbying.
- Discuss ways in which businesses can form power relations.
- Advise businesses on the benefits of networking.

**[40]**

### BUSINESS SECTORS

**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, for example 1.1.6 D

- 1.1.1 Bhejane Aluminium design, construct and install special doors and window for houses and buildings . it operates in the ... sector
- A. Primary
  - B. Secondary
  - C. Tertiary
  - D. Public
- 1.1.2 Mzimkhulu Storage specialises by safe keeping of goods as warehouse for different furniture shops in the areathe business operates as ...sector.
- A. Secondary
  - B. Primary
  - C. Tertiary
  - D. Formal

1.1.3 Smith Paints operates in the ...sector as they manufacture paints.

- A. Tertiary
- B. Primary
- C. Informal
- D. Secondary

1.1.4 Mining can be classified under the.... Sector.

- A. Mining
- B. Tertiary
- C. Secondary
- D. Primary

1.1.5 Banks and insurance Companies provide funds and protection to businesses offer... service.

- A. Transportation
- B. Distribution
- C. Financing
- D. Storage

1.2 **Match the term in column A with the statement in column B Write only the letter as an answer**

<b>Coulumn A</b>	<b>Column B</b>
1.2.1 Tertiary sector 1.2.2 Secondary 1.2.3 Primary 1.2.4 Backward link	<b>A.</b> This sector deals with the extraction/collecting/ cultivating of raw materials and natural resources. <b>B.</b> The transport industry and most of the services industries such as retail trade and accommodation are facilitated <b>C.</b> A manufacturing company providing a mining company with machinery and equipment it needs to operate its business. <b>D.</b> timber are manufactured because there are retailers in the tertiary sector who are prepared to sell the products to the consumer



	<p><b>E.</b> contract by which businesses undertake to provide a guarantee of compensation for specified loss or damage</p> <p><b>F.</b> The industry of growing, taking care and managing trees.</p> <p><b>G.</b> The sector that involves the process of raw materials into finished or unfinished products</p> <p><b>H.</b> The sector that involves the process of raw materials into finished or unfinished products</p>
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**1.3 Complete the following statements by using the word(s) provided in the list below. Write only the word(s) next to the question numbers (1.1-1.5)**

primary, hospitality, raw materials, construction, tertiary, farming, secondary, services, retailer

- 1.3.1 The tertiary sector refers to industries that offer ...
- 1.3.2 The ... sector deals with raw materials and natural resources.
- 1.3.3 Examples of primary sector industries ...
- 1.3.4 The ... sector deals with manufacturing and processing of goods and services.

(4x2)(8)

**ACTIVITY 2**

- 2.1. Identify the business sectors represented in EACH statement below.
  - 2.1.1. This sector is often referred to as service sector
  - 2.1.2. Agricultural activities and Fishing form part of this sector.
  - 2.1.3. Business in the retail industry is found in this sector
  - 2.1.4. Automobile Manufacturing and shipbuilding can be classified under this business sector.

2.1.5. The businesses are responsible for changing raw materials into useful goods .

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

**DIMAKATSO FASHION (DF)**

Dimakatso Fashions sells in selling ladies and kiddies fashionable clothing. DF buys clothing items from Mohamed Manufacturers (MF). MF acquires their raw materials from Tinky Cotton Farms.

2.2.1 Identify THREE business sectors represented in the scenario above. Motivate your answer by quoting from the scenario. (9)

**Use the table below as a GUIDE to QUESTION 2.1.1**

<b>BUSINESS SECTOR</b>	<b>MOTIVATION</b>

2.2 Discuss the interrelationship between the primary, secondary and tertiary sectors. (6)

**MARKETING FUNCTION**

**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 Peggy dealers applies the ..... policy to get the product to the target market in the most convenience way .

- A. Pricing
- B. Product
- C. Distribution
- D. Communication

1.1.2 Lindelwa Publishers made use of ... as an example of publicity when it promoted the means to improve on how customers are addressed.

- A. endorsement
- B. internal Publicity
- C. social media
- D. sponsorship

1.1.3 Trademarks are important to Biyela Traders because it ...

- A. Allows the business to decrease its market share
- B. Sustain identity for customers at the expense of the business
- C. Enables the business to remain uncompetitive in the industry
- D. Create brand identity for the business and customers.

1.1.4 The radio and television can classify as an example of .....

- A. Web-based media
- B. Direct mail
- C. Broadcast media
- D. Printed media

1.1.5 Business used ..... packaging when complementary product are packaged together.

- A. Frequently changing
- B. Resale
- C. Specialty
- D. Combination

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 (1.1.1 -1.1.5) in the answer book.

advertising; public relations; direct; marketing; sales promotion; promotional; target market; indirect; publicity, suppliers; bait

1.2.1 Ava Traders sets prices lower than the item cost. This is known as... pricing.

1.2.2 ...aims to get the right product or a service to customer at the right place and at the right time.

1.2.3 TM Wholesalers form part of ... channel of distribution.

1.2.4 SK Trader was published in the local newspaper for the recent CSI initiatives. This is known as ...

1.2.5 A particular group of customers which a product/service is aimed at...

(5× 2) (10)

1.3 Match the term in column A with the statement in column B Write only the letter as an answer.

COLUMN A	COLUMN B
1.3.1 Promotional pricing	A. An increase in the transport could increase the final price.  B. Uses the customer's emotional response to encourage sales.
1.3.2. Bait Pricing	
1.3.3. Cost based pricing	
1.3.4. Price Skimming	
1.3.5. Psychological pricing	

	<p>C. It is targeted at defined customers and against competitors</p> <p>D. Prices are usually set lower than the item cost price to attract consumers.</p> <p>E. A profit percentage or fixed profit figure is added to the cost of the item, which determines the price at which it will be sold</p> <p>F. The higher the demand the demand, higher the production volume.</p> <p>G. It involves charging higher price and the product introduced to test demand</p> <p>H. The income level of the target market could influence the price of the product.</p> <p>I. It is used when the price is lowered for a short period.</p>
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## ACTIVITY 2

- 2.1 Name THREE types of packaging (3)
- 2.2 Elaborate on the meaning of intermediaries. (4)
- 2.3 Identify the marketing activities applicable in each statement below:
- 2.3.1 Sizanani Manufacturers developed a criterion to ensure the quality of their products are sorted into specified classes.
- 2.3.2 Edward Traders ensures that their products are kept safe until they are dispatched.
- 2.3.3 Billy's Jewelries limits the risk of good being stolen.
- 2.3.4 TKZ Wholesalers made a loan application with DBZ Bank so they can have sufficient capital. (8)
- 2.4 Read the scenario below and answer the questions that follow.

### **SMITH ACCESSORIES (SA)**

Smith Accessories sells exclusive jewellery. Their customers are prepared to spend considerable amount of time shopping.

2.4.1 Identify ONE type of consumer goods from the scenario above.

Motivate your answer by quoting from the scenario. (3)

Use the table as a guide to answer your question.

<b>TYPES OF CONSUMER GOODS</b>	<b>MOTIVATION</b>
<b>1.</b>	
<b>2.</b>	

2.5 Explain the following factors that influence price.

2.5.1 Demand for the product (2)

2.5.2 Target market (2)

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

**MKUZE BUS SERVICES (MBS)**

Mkuze Bus Services used offered discounts and free gift vouchers to attract customers. MBS provides a cash discount coupon to customers. A portion of sale of products will be donated to a specific charity organization.

2.6.1 Identify TWO sales promotions used by MBS in the scenario above. (2)

2.6.2 Explain FOUR other examples of sales promotions that could be applied by MBS. (12)

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

**SANGWENI STATIONERY (SS)**

Sangweni stationery applies effective sales promotion technique as part of the marketing communication policy. They improve overall brand awareness of the business with existing and new potential customers and reconnect with the existing target market.

2.7.1 Quote TWO purpose of sales promotion for SS from the scenario above. (2)

2.7.2 Outline FOUR other purposes of sales promotion for SS. (6)

2.8 Read the scenario below and answer the questions that follow

**KHOKHO COMMUNICATION**

Khokho communication received public support from Somnotho Binda as fam entrepreneur, which generated more attention to the operations of the business. business can gain publicity on social media by creating a profile of the business. completions are used to generate interest in the business and its product and serv

2.8.1 Identify TWO examples of publicity applied by KC in the scenario above.

Motivate your by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 2.8.1.

EXAMPLE OF PUBLICITY	MOTIVATION
1.	
2.	

(6)

2.8.2 Discuss the role of public relations in publicity for KC.

(8)

2.9 identify the type of distribution channels applicable in EACH statement below.

2.9.1 This is the shortest channel as producers sell direct to the consumers.

2.9.2 This is a single distribution channel that is aimed at selling to large scale retailers.

2.9.3 The more intermediaries there are in the distribution channel the more consumers can be reached.

2.9.4 This distribution channel is usually used in rural areas.

(8)

### ACTIVITY 3

Businesses need to understand the requirements of a good trademark. Businesses use different types of packaging for different products. Different pricing techniques should be used to attract customers. Prices of products influence customers buying.

Write an essay on the pricing policy as one of the marketing activities, taking into consideration the following aspects:

- Outline the requirements of a good trademark.
- Explain the purpose of packaging.

- Discuss any FOUR pricing techniques that can be used by businesses.
- Advise businesses on the importance of pricing.

**[40]**

## **PRODUCTION FUNCTION**

### **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. Businesses use...to work out the time needed for performing of each task in their job system.
- A. dispatching
  - B. scheduling
  - C. planning
  - D. cost analysis
- 1.1.2. Bheko Bakers uses...to determine the best cheapest sequence of operations
- A. loading
  - B. manufacturing
  - C. planning
  - D. routing
- 1.1.3. Inno Green Tea Manufactures must check the quality of their final product through ...
- A. controlling
  - B. measuring
  - C. inspection
  - D. scheduling
- 1.1.4. The process of converting plans into action is known as ...
- A. dispatching
  - B. routing
  - C. planning
  - D. inspection



1.1.5. The ...must involve any adjustments to the planning process .

- A. Checking
- B. Corrective action
- C. Routing
- D. Dispatching

**(5x2) (10)**

**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 (1.2.1–1.2.2) in the ANSWER BOOK.**

quality assurance, routing, inspection, quality control
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1.2.1 ...is the inspection of the final product to ensure it meets the final standards

1.2.2 ...involves planning the sequence in which the production operations will  
take place.

**(2x2)(4)**

**1.3 Match the term in column A with the statement in Column B. Write only the answer by choosing the correct letter e.g., 1.3.1. J**

COLUMN A	COLUMN B
<p>1.3.1 Quality cycle</p> <p>1.3.2 Safety Policy</p> <p>1.3.3 Mass Production</p> <p>1.3.4 South African Bureau of Standards (SABS)</p>	<p>A. The production of large amounts of standardised products in the constant flow.</p> <p>B. According to the law, at least one employee should be trained in first aid, and he should be available on site.</p> <p>C. is an integrated system or methodology applied throughout the organisation.</p> <p>D. Industries can measure their quality management system against this international standard.</p> <p>E. Each client will give his or her unique ideas, which must be included in the final product.</p> <p>F. Business should draw up their safety policies and enforce necessary control measures.</p> <p>G. a group of workers who do the same or similar work, and who meet regularly to identify, analyse and solve work related problems</p> <p>H. provides training regarding all aspects of standardisation.</p>

(4X2) (8)

## ACTIVITY 2

- 2.1 Elaborate on the meaning of production planning. (4)
- 2.2 Read the scenario below and answer the questions that follows.

### **NKOZA MANUFACTURERS[NM]**

Nkoza Manufacturers specialises in the production of leather products. The production manager ensure that wastage and unnecessary storage costs are reduced service and a regular repairing of machines. NM also ensure that it has they have corrected amount (number) of supplies and stock at a given time

- 2.2.1 Quote TWO advantages of production planning in the scenario above (2)
- 2.2.2 Discuss any other TWO advantages of production function. (4)
- 2.3 Explain the following aspects that must be considered during production planning.
- 2.3.1 Planning (4)
- 2.3.2 Loading (4)
- 2.3.3 Scheduling (4)
- 2.4. Outline TWO quality control bodies that develop and publish standards for products and services. (2)
- 2.5 Identify the quality concept described in EACH statements below.**
- 2.5.1 Final products are inspected to ensure that required standards are met.
- 2.5.2 The group of employees who work in different departments meet regularly to discuss how quality, efficiency and productivity could be improved.
- 2.5.3 Business has developed a framework that is used to manage key processes and enables the business processes to meet the correct standards. (6)

2.6 Identify the production cost component of Lunar Ltd in EACH of the following statements:

2.6.1 Total production cost divided by the number of units.

2.6.2 This cost for the rent of the factory payable every month.

2.6.3 Costs that include wages for employees working on the assembly line.

2.6.4 The amount of indirect raw materials such as the screws for the desks. (8)

2.7 Study the information provided below and answer the questions that follow:

**PRODUCTION COST OF EYETHU TRADERS (ET) FOR JULY 2023**

Raw material	R140 000
The labour cost of fabric workers	R185 00
Insurance	R8 000
Electricity	R7 000
Rent	R10 000
Glues and screws	R3 000
Vehicle instalment	R8 000
Salary of Production Manager	R30 000

ET produced 30 000 units of toys for the month.

2.7.1 Calculate the variable costs for ET for July 2023. (4)

2.7.2 Calculate the fixed cost for ET for July 2023. (5)

2.7.3 Calculate the total production cost of ET for July 2023. (4)

2.7.4 Calculate the unit cost of one toy. (4)

### ACTIVITY 3

Occupational Health and Safety Act no.85 of 1993 was introduced for businesses to ensure that working environment meet safety requirements. Businesses should also take precautionary safety measures when handling machinery and comply with OHSA provisions.

Write an essay on production function taking the following aspects into account:

- Outline the purpose of Occupational Health and Safety Act No.85 of 1993.
- Explain precautionary measures that businesses should take when handling machinery.
- Describe requirements for a safe environment.
- Recommend ways in which businesses can comply with the Occupational Health and Safety Act.

**[40**

**INTRODUCTION TO HUMAN RESOURCE**

**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 The role of the interviewee is to ...

- A. know the job specification and job definition
- B. explain how he/she has dealt with qualification.
- C. know his/her weaknesses and be prepared to discuss it.
- D. show interest in the business.

1.1.2 The procedure where all CVs received are evaluated against pre- determined criteria:

- A. Training
- B. Selection
- C. Placement
- D. Recruitment

1.1.3 The process of reference checks of applicants who qualify for the job is known as...

- A. interview.
- B. recruitment.
- C. screening.
- D. checking.

- 1.1.4 The human resources activity which ensures that the skills and competencies of newly appointed employees match the requirements of the job:
- A. Selection
  - B. Placement
  - C. Recruitment
  - D. Training
- 1.1.5 Sive Designers used ... to recruit possible candidates amongst existing employees.
- A. employment agencies
  - B. educational institutions
  - C. notice boards
  - D. local newspapers
- 1.1.6 A pregnant employee qualifies for a maximum of ..... paid maternity leave .
- A. two months
  - B. One month
  - C. Four months
  - D. Three months
- 1.1.7 The purpose of induction is to ...
- A. Improve skills through in service training
  - B. Sign contracts between employer and employee
  - C. Allow an employee to settle in quickly and work effectively
  - D. Increase quality of Performance
- 1.1.8 A national diploma in Business Management is an example of ...
- A. Job Specification
  - B. Job description
  - C. Job analysis
  - D. Key performance area

1.1.9. The process of choosing the five most suitable candidates for the job known as ...

- A. interview
- B. recruitment
- C. reference checking
- D. shortlisting

1.1.10 The...is the benefit that the business is legally required to offer its employment.

- A. Pension
- B. Income Tax
- C. UIF
- D. Bonus

1.1.11 The process of matching a new employee's skills and abilities with the requirements of a job:

- A Selection
- B Job analysis
- C Placement
- D Recruitment

1.1.12 The ... outlines the minimum requirements that a human resources manager must consider when a salary package is offered to a new employee.

- A Skills Development Act



- B Labour Relations Act
- C Employment Equity Act
- D Basic Conditions of Employment Act

1.1.13 Gerald lost his job at Green Industries; therefore, he is entitled to claim from the ... Fund.

- A Road Accident
- B Compensation
- C Unemployment Insurance
- D Medical Aid

1.1.14 The process of choosing the five most suitable candidates for the job is known as ...

- A shortlisting.
- B recruitment.
- C reference checking.
- D interview.

1.1.15 Joseph has just been appointed as the maintenance supervisor at Blue Beach Hotel. He will receive the policies and procedures which will be included in the... programme.

- A placement
- B induction
- C recruitment

D screening

10 x 2 = (20)

- 1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.1.1 – 1.1.2) in the answer book.

interviewer; placement; recruitment; specification; selection; recruitment, induction; description

- 1.1.1 Candidate's application forms are checked against the requirements of the job during the ... process.
- 1.1.2 An/A ... process of introducing the new employee to the business colleagues.
- 1.1.3 The ... conducts the interview.
- 1.1.4 Job ... requires applicants to have relevant qualifications and work experience. (8)

- 1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – H) next to the question numbers (1.3.1 to 1.3.4), for example, 1.3.5 K.

Column A	Column B
1.2.1 Induction	A. The process of matching a new employee's skills and abilities with the requirements of a job:
1.2.2 Placement	B. The ... outlines the minimum requirements that a human resources manager must consider when a salary package is offered to a new employee.
1.2.3 shortlisting	C. The process of choosing the five most suitable candidates for the job is known as ...
1.2.4 Basic conditions of employment act	D. New employees are familiarised with their new physical work environment,
1.2.5 placement	

	<p>organisational culture, products, and services.</p> <p>E. the benefit that the business is legally required to offer its employment.</p> <p>F. The process of reference checks of applicants who qualify for the job</p> <p>G. It explains the job specification and job description</p> <p>H. Requires applicants to have relevant qualifications and work experience.</p>
--	--

**ACTIVITY 2**

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

**LUKHANYO FASHION HOUSE (LFH)**

Lukhanyo Fashion House designs and sells traditional clothing. LFH recently received a big order that requires them to appoint more staff. The manager of LFH has already determined the job analysis for the vacant post. The post was advertised in the local newspaper.

- 2.2.1 Quote TWO recruitment procedure in the scenario above. (2)
- 2.2.2 Explain other recruitment procedure that LFH must follow when recruiting fashion assistant. (6)
- 2.3 Distinguish between job description and job specification. (4)
- 2.4 Name TWO sources of external recruitment. (2)
- 2.5 Read the scenario below and answer the questions that follow

**TACOS BAKERY (TC)**

Tacos Bakery has recently appointed a new baker, his employment contract specified job description and different types of leaves that he's entitled to. They are now working on getting a bigger space for their business.

- 2.5.1 Quote TWO aspects of an employment contract from the scenario above. (2)

- 2.5.2 Advise Tacos Cakery on the legal requirements of an employment contract. (4)
- 2.6 Discuss the selection procedure. (6)
- 2.7 Name any two non-compulsory employee benefits. (2)
- 2.8 Read the scenario below and answer the questions that follow

**WENZY'S FRAGRANCE MANUFACTURES (WFM)**

Wenzy's Fragrances sells designer perfumes. Each employee is paid according to the number of perfumes produced in a day. The administrator is paid according to number of hours worked.

- 2.8.1 Identify TWO types of salary determination methods used by WFM from the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 2.8

<b>SALARY DETERMINATION METHODS</b>	<b>MOTIVATION</b>

(6)

- 2.9 Discuss the placement procedure as one the human resource activity. (4)
- 2.10 Read the following scenario and answer the question that follow.

**ZAMAZAMA CONTRACTORS (ZC)**

Zamazama Contractors make an employment contract to Amanda Chili which include the following terms :

- Annual leave is based on employee performance
- Resignation when Amanda falls pregnant

- Working hours are not stipulated in the contract

- 2.10.1. Evaluate the above employment contract and make recommendations for improvement. (6)
- 2.10.2 Study the scenario below and fill in the employment contract given.

### **ZENZELE CONSTRUCTION (ZC)**

Vincent Dlamini is appointed as a receptionist, and he received a contract containing the following aspects:

Name of Employer : Zenzele Construction

Start date : 01 June 2024

Place of work : 106 Dollar Drive  
Richardsbay  
3901

Hours of work : 08h00 - 17h00

Duties : Serve visitors by welcoming and providing direction to them

Notify company personnel of visitor arrival

Maintain Security and telecommunications system

Informs visitors by answering or referring enquiries

Remuneration : R10 000

- 2.2.1 . Use information given above to fill in the employment contract below on behalf of Vincent Dlamini

**EMPLOYMENT CONTRACT**

**Entered into between :**

( herein after referred to as "the employer" )

**Address of the Employer :**

**And**

( herein after referred to as" the employee ")

**1. Commencement**

This contract will begin on \_\_\_\_\_

**2. Place of work**

**3. Job description**

3.1. Job Tittle : \_\_\_\_\_

**3.2. Job Description**


**4. Salary**

<b>4.1.</b>	The employee's salary shall be paid in cash on the last working day of every month and shall be :	R _____
-------------	---	------------

**5. Hours of work**

5.1. Normal working hours will be from \_\_\_\_\_ to \_\_\_\_\_ on Mondays to Friday.

**6. General**

6.1. Any changes to this agreement will only be valid if they are in writing and have been agreed and signed by both parties .

SIGNED AT \_\_\_\_\_ ON THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 202\_\_

EMPLOYER : NAME \_\_\_\_\_ SIGNATURE \_\_\_\_\_

EMLPOYEE : NAME \_\_\_\_\_ SIGNATURE \_\_\_\_\_

### ACTIVITY 3

Human resource department usually draw an induction programme for introducing newly appointed employees. They also use appropriate type of recruitment that suits their recruitment needs. It is important for businesses to ensure that their employment contracts are in line with the recent employment legislations. The interviewer should know his/her role when conducting an interview.

- Outline the induction process.
- Differentiate the internal and external recruitment
- Discuss the legal requirements of an employment contract.
- Advise businesses on the role of an interviewer during the interview.

**[40]**

## **PAPER TWO**

### **BENEFITS OF A COMPANY VERSUS OTHER 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 – 1.1.5) in your notebook, for example, 1.1.6 D.

1.1.1 Owners of a ... are jointly and severely liable for business debts.

- A. Partnership
- B. State owned
- C. Private company
- D. public company

1.1.2 The ... does not pay tax in their personal capacity.

- A. Personal liability companies\
- B. State-owned companies
- C. Public company
- D. Sole proprietor.

1.1.3 Elite Ltd issued written invitation to the public to buy shares. This is known as

- A Prospectus
- B Memorandum of Incorporation
- C. Agreement
- D Certificate of Registration

1.1.4. This form of ownership is established by a group of people who agree to work together for their mutual economic benefit.

- A. Co-operative
- B. Private company
- C. Personal-liability company
- D. Public company



1.1.5 Shareholders of Mbizana Inc. have ... liability for the debts of the business.

A. limited

B. continuity

C. unlimied

D. security

(2x5)(10)

1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – H) next to the question numbers (1.3.1 to 1.3.4), for example, 1.3.5 K.

COLUMN A		COLUMN B	
1.2.1	Life span and continuity	A	This is when the company issue shares to the public for the first time.
1.2.2	Personal-liability company	B	The business seizes to exist if the owner dies.
1.2.3	Initial order offer	C	er of the company as opposed to the
1.2.4	Dividends	D	The business continuity is unlimited.
		E	The owner receives all the profit of the businesses.
		F	The name ends with Inc.
		G	Formal legal document giving details about investments offering to the public
		H	Return on investments from shares

(4x2) (8)

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

Limited liability, prospectus, shareholders, sole proprietorship, non-profit companies, directors, partnership, unlimited liability, memorandum of incorporation, profit companies

- 1.4.1 A/an...is owned and controlled by one person who makes all decisions and take all responsibilities and profit from the business
- 1.4.2 The business has ...If the loss of the business does not exceed the amount invested by the business owner.
- 1.4.3 The document set out the right, responsibilities, and duties of the shareholders.
- 1.4.4 The ... Is incorporated not for gain.
- 1.4.5 A group of elected ...to the board of the company by the shareholders to represent the shareholders' interest. 2X5 (10)

## ACTIVITY 2

- 2.1 Outline any THREE aspects that must be included in the prospectus. (3)
- 2.2 Read the scenario below and answer the question that follow.

### IMPENDLE INDEPENDENT (II)

Impendle Independent is the furniture manufacturing business. In the past 10 years the business has managed to attract powerful investors by issuing their shares in the general public.

- 2.2.1 Identify the form of ownership applicable in the scenario above.  
Motive your answer by quoting from the scenario above. (3)
- 2.2.2 Explain the advantages of the form of ownership identified in QUESTION 2. 2.1 (4)

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

**SASA ACCOUNTANT (SA)**

SASA wants to convert their business into a company. They know that shareholders assets will be protected as they have limited liabilities, directors do not have to take personal loans to grow the business.

2.3.1 Identify TWO benefits of establishing a company versus other forms of ownerships from the scenario above. Motivate your answer by quoting from the scenario.

Use the table as a GUIDE to answer question 2.3.1

BENEFITS OF ESTABLISHING A COMPANY	MOTIVATIONS
1.	
2.	

(6)

2.3.2 Explain other THREE benefits of establishing a company versus other form of ownership. (6)

2.3.3 Advise the management of SA on the challenges of establishing a company versus other forms of ownership. (6)

2.4 Elaborate on the meaning of Notice of incorporation. (4)

2.5 Read the scenario below and answer the questions that follow

**TWO STONE THE LEGACY (TSTL)**

Aubrey Hlongwa registered his company Two Stone The Legacy at the Companies and Intellectual Property Commission. Aubrey ensured that he reserved the name at the CIPC so that it cannot be used by another company. He also prepares a memorandum of incorporation.

2.5.1 Quote TWO procedures for the formation of companies. (2)

- 2.5.2 Explain OTHER procedure for the formation of companies. (4)
- 2.6 Discuss the characteristics of state-owned company. (6)
- 2.7 Identify the form of ownership applicable to the statements below.
- 2.7.1 Directors of this company are held personally liable for the debt of the business. (2)
- 2.7.2 Owner is responsible for all the debt of the business. (2)
- 2.7.3 It can be converted to private company and members can become shareholders. (2)
- 2.7.4 They are motivated by a service rather than a profit. (2)
- 2.7.5 Profit is shared up according to the agreement. (2)
- 2.8 Differentiate between limited and unlimited liability. (8)
- 2.9 Distinguish between the following forms of ownership shown in the table below

Form Of Ownership	Name Of Owners	Business Name Requirement	Liability Of The Business
1. Sole Trader			
2. Close Co-Operation			
3. Personal Liability Company			
4. Partnership			
5. Co-Operatives			

(15)

### ACTIVITY 3

A Memorandum of Incorporation (MOI) is a document that regulates the affairs of a company. Entrepreneurs should take in account benefits of establishing a company versus other forms of ownership before opening it. CIPC provides for the legal requirements of the name of the company. Partnership provides entrepreneurs with an opportunity of start a business as a team.

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

- Outline the characteristics of a public company.
- Explain the following benefits of establishing a company versus other forms of ownership:
  - Profit sharing
  - Capital and cash flow
  - Taxation
- Discuss the advantages of partnership.
- Advise business on the legal requirements of the name of the company.

**[40]**

## FRANCHISING, LEASING AND OUTSOURCING

### 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) in your notebook, for example, 1.1.6 D.

- 1.1.1 Papi is willing and decided to stay on for an agreed amount of time to guide the incoming owner
- A. Leasing
  - B. Mentorship
  - C. Franchising
  - D. Customer base

1.1.2 Obtaining the rights to use the name and trademark of the existing business and to sell its products

- A outsourcing
- B leasing
- C. franchising
- D. registered name

1.1.3 the advantage ...is that the product is already well known in the market, which guarantees sales and good return.

- A. outsourcing
- B, franchising
- C. leasing
- D. The business can focus on its vision, goals and to apply its staff more effectively in its core business

1.1.4. the advantage of leasing is that

- A. Maintenance is conducted regularly and should be written into the contract.
- B. No added tax advantages can be derived from leasing expenses.
- C. There are often hidden costs
- D. Reduced long-term financial risk.2

1.1.5 The following conditions should be included in the franchise agreement

- A. policies that govern the product and services
- B. the responsibilities and rights of both parties
- C. the responsibility of paying fees or rent on time
- D. operation specifications like marketing strategy and pricing

1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – H) next to the question numbers (1.2.1 to 1.2.4), for example, 1.3.5 K.

COLUMN A	COLUMN B
1.2.1. franchisor	A. The method where a business can pay for the use of an assets rather than buying it
1.2.2 vendor	B. Payment charged for using the asset.
1.2.3 Royalty	C. the person who start the business
1.2.4. lessor	D. The person who sell the franchise
1.2.5. outsourcing	E. The person who uses the asset in an exchange of money
	F. The person or business that function is being outsource to.
	G. A payment made to the franchisor by the franchisee based on the turnover of the business
	H. The person who owns the assets
	I. The person who buys the franchise
	J. A business buying goods or services from another business instead of of it providing this itself

(5x2) (10)

1.3 Identify avenues of acquiring a business applicable to Tom Trading (TD) in EACH statement below.

1.3.1 TD was given the right to offer the same products as Zinzi Trading for a percentage of his gross monthly sale and a royalty fee. (2)

1.3.2 The management of TD requested Peter Consulting to train their new employees. (2)

## ACTIVITY 2

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

### CRISPY CHICKEN & CHIPS (CCC)

Zodwa wants to establish a business enterprise. She requested the management of Crispy Chicken and Chips permission to trade using their business name and product.

- 2.2.1 Identify the franchisor and franchisee in the scenario above. (4)

Use the table below as a GUIDE to answer QUESTION 2.2.1

<b>Franchisor</b>	
<b>Franchisee</b>	

- 2.2.2 Discuss FOUR contractual implications of franchising. (8)

- 2.3 Read the scenario below and answer question that follow

### JOBE PRINTING SERVICES (JPS)

Jobe Printing Services (JPS) available at different town in KZN. Mr Jobe if the founder of JPS and **allowa** new entrepreneurs to start their own businesses using his business name and trademark at a fee. As part of the deal, all businesses must hire their photocopying machines and riso printers from Minolta Holding. For machine repairs and maintenance of their machines, they agree to use Tsepo Technicians consultant and Zinhle Cleaning Services.

- 2.3.1 Identify three business avenues describe in the scenario above. Motivate your answer by quoting the statement . (9)



Use the table below to answer

Business avenue	Motivation

2.4 Name two parties (name of the persons) involved in each avenue .

Use table below to guide your answer

AVENUE	1. Leasing	2. franchising
PARTY 1.		
PARTY 2.		

(8)

2.5 Discuss Contractual obligations of the following avenues of acquiring a business.

2.5.1 Leasing (4)

2.5.2 Outsourcing (4)

1. Leasing	2. Outsourcing

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

**MATHEEW PROPERTIES (MP)**

Mathew Properties (MP) own properties around the country. Some businesses that contract with MP, use their property and pay them a monthly fee.

- 2.3 Identify the business avenue used by MP. Motivate your answer by quotation from the scenario. (3)
- 2.4 Explain the disadvantages of the business avenue identified in QUESTION 3.1.1 (6)
- 2.5 Discuss the advantages of outsourcing as a business avenue. ( )

**ACTIVITY 3**

There are different avenues of acquiring a business that are available for new entrepreneurs. Some may decide to purchase an existing business. Others may prefer to lease business assets and equipment. Existing businesses prefer to outsource some services that are not frequently offered. Franchise businesses are an alternative to outsourcing if people want to own a business.

Write an essay on avenues acquiring a business in which you include the following aspects:

- Outline the reason why entrepreneurs purchase existing businesses.
- Explain the advantages and disadvantages of leasing.
- Discuss the contractual implications of outsourcing.
- Advise businesses on the advantages of franchising.

**[40]**

**START A BUSINESS VENTURE BASED ON THE ACTION PLAN.**

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 The bank allows SL LTD to withdraw more money than what is available in their bank account, known as:

- A trade credit
- B bank loan
- C bank overdraft
- D grant

1.1.2 Shamisa contributed ... as the owner of Shamisa Communications.

- A venture capital
- B debt capital
- C. angel funding
- D equity capital

1.1.3 Zondo, a wealthy entrepreneur provided ... in exchange for a share in Majola Enterprise.

- A venture capital
- B debt capital
- C angel funding
- D equity capital

(6X2) (6)

## ACTIVITY 2

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

### **ZIPHEZINHLE TRADING (ZP)**

Ziphezinhle trading is a newly established business that sells building material. Ziphezinhle the owner of ZP conducted research to identify his target. She also change some of her original business plans, due to new technology. Ziphezinhle devised a suitable strategy to manage a large group of employees.

2.2.1 Identify THREE factors ZIPHEZINHLE should consider when starting-up her business. Motivate your answer by quoting from the scenario

Use the table below to answer the as a GUIDE to answer QUESTION 2.3.1

<b>FACTORS</b>	<b>MOTIVATION</b>
1.	
2.	

(6)

2.2.2 Discuss other factors that ZIPHEZINHLE should consider when start-up a business

(9)

2.3 Read the scenario below and answer question follows:

### **TOM & JERRY BLOCKS SERVICES (TJBS)**

Tom & Jerry Blocks Services (TJBS) which will start operating in six months' time, had to execute the following tasks during April. Tom will register the business during the first week. during the second week, Jerry will organise building for rental. in the third week, Tom will recruit an accountant for the business Jerry will train staff during the second and third week.

2.3.1 Draw up the Gantt Chart using the information given in the scenario above

Use the table below as a guide to answering this question .

ACTIVITY	WEEKS			PERSON RESPONSIBLE
	WEEK 1	WEEK 2	WEEK 3	

(8)

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

**MELLOWS DAIRY FARM (MDF)**

Mellows Dairy Farm will be doing the following activities when setting up their business during June. Mandisa will purchase the milking cows in the first week. During the second and third week, Peter will be setting up the milking machines.

Draw up a Gantt chart using the information given in the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.

ACTIVITIES	WEEKS			PERSON RESPONSIBLE
	WEEK 1	WEEK 2	WEEK 3	

(6)

**ACTIVITY 3**

Many business ventures fail within the first five years because a lack of sufficient funds. It is important to note that entrepreneurs cannot start a business venture without a well-structured business plan and action plan. New businesses need to consider certain aspect before start-up. They should be also being well conversant with various sources of funding. Some business does not know the factors that influence the choice of funding

Write an essay on setting or starting a business in which you include the following expects:

- Outline reasons why businesses need funding
- Explain source of funding
- Discuss factors that must be considered before start-up
- Advice business on the factors that influence the choice of funding

(40)

## **TRANSFORMATION OF BUSINESS PLAN INTO ACTION PLAN**

### **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 ... is a bar chart that provides a visual timeline of how tasks are scheduled

- A. Timelines
- B. Gantt charts
- C. Action plan
- D. Business Plan

1.1.2 Project planning tools enables entrepreneurs to transform their business plan into a/an...

- A. action plan
- B. business plan
- C. timelines
- D. management tools

1.1.3 The ... shows all the tasks that needs to be done.

- A. graph
- B. planning tools
- C. work breakdown structure
- D. executive summary

1.1.4 The following is an example of aspects of a business plan

- A. Gain insight in the market and competition
- B. Shows the dates and events labeled on points
- C. Assist businesses to pay tax to government
- D. Assist SARS in collection of tax levies

1.1.5 The ... is a sequence of related events arranged in chronological order and displayed in a line

- A. work breakdown structure
- B. timelines
- C. business plan
- D. planning tools

**(5X2) (10)**

## **ACTIVITY 2**

2.1 Outline THREE steps to follow when drawing an action plan (6)

2.2 Explain the purpose of the business plan (4)

2.3 Advise businesses on the importance of work breakdown structure (WBS) (4)

## **ACTIVITY 3**

An action plan is important because it guides management on business objectives. Proper action plan must be aligned to the vision of the business. Effective project planning must meet all the steps of project planning so that it is possible to accomplish. Timelines are also important because they enable businesses to do future projections.

In the light of the above, elaborate on the following.

- Elaborate on the meaning of an action plan.
- Explain the importance an action plan.
- Discuss the FIVE steps in project planning steps.
- Advise businesses on the importance of timelines.

**[40]**

## PRESENTATION

### 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 (1.2.1-1.2.5) in the ANSWER BOOK, E.G 1.2.6 K.

COLUMN A		COLUMN B	
1.1.1	Visual aids	A	Report that presents data without analysis.
1.1.2	Audience	B	An illustration films, slides, and models.
1.1.3	Verbal presentation	C	Report that provides data and conclusions.
1.1.4	Information report	D	Printed information provided to the audience.
		E	Oral presentation delivered to the audience.
		F	An applicant who attends an interview.
		G	People who watch and listen.
		H	Most done by means of printed material.

### ACTIVITY 2

- 2.1 Outline factors that must be considered when composing a flyer (6)
- 2.2 Differentiate between verbal and non-verbal presentation (4)



2.3 Read the scenario below and answer questions that follow

**EDWIN FASHION DESIGNERS (EFD)**

Edwin Fashion Designers specialises in making matric dance outfits. Edwin, the manager recently made a presentation to matric students about new design. He listened to questions before responding and addressed the questions and not the person during question-and-answer session.

2.3.2 Quote TWO factors that Edwin considered when handling feedback after the presentation. (2)

2.3.2 Advise Edwin on other factors to consider when handling feedback after presentation in a non-aggressive and professional manner (6)

2.4 Suggest reasons why business presentation must be in a written format (6)

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

**ANGEL PRESENTATION**

Angel was requested to present the business financial statements to various stakeholders. She used copies of presentation where the content of multiple slides is displayed on a single page. She also uses diagrams that shows how two or more sets of numbers are related.

2.5.1 Identify TWO visual aids used by Angel. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 1.2.1

<b>VISUAL AIDS</b>	<b>MOTIVATIONS</b>
<b>1</b>	
<b>2</b>	

2.5.2 Discuss THREE other visual aids. (9)

2.5.3 Advise Angel on areas of improvement for the next presentation. (6)

### ACTIVITY 3

Businesses need to emphasize the importance of business presentation. Presenters need to take particular note to factors to consider when preparing for a presentation. Visual aids may assist presenters to enhance their presentation. Effective business reports must be made following the recommended steps.

In the light of the above, explain the following aspects:

- Outline the importance of presenting business information.
- Explain factors that the presenter must consider when preparing a presentation
- Discuss how the presenter must prepare the following visual aids
  - Posters
  - Handouts
- Recommend steps to be followed when writing a business report.

**[40]**

## STRESS, CRISIS, AND CHANGE MANAGEMENT

### 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 – 1.1.3) on the ANSWER BOOK, e.g., 1.1.4 A

1.1.1. Events that are unforeseen and can cause major changes in an organisation.

- A change
- B crisis
- C stress
- D Conflict

1.1.2 This is how one can manage stress in the workplace.

- A keep quite avoids talking.
- B stay at home alone.
- C Practice time management
- D confront those who talk about you behind your back

1.1.3 Many local businesses struggle to compete with bigger experienced companies abroad.

- A international trade.
- B Globalisation
- C Exports
- D Imports

## ACTIVITY 2

- 2.1 Mention any FIVE causes of stress in the workplace. (5)
- 2.2 Elaborate on the meaning of stress. (4)
- 2.3 Read the scenario and answer questions that follow.

### LEE BEAUTY SPAR (LBS)

LEE BEAUTY SPA offers a variety of beauty products and services. Employees can no longer cope due to long working hours. LBS advised their employees to exercise regularly and keep fit. Employees were also encouraged to set personal realistic goals and targets. They were also trained on how to apply good time management skills

- 2.3.1 Quote THREE ways in which LBS managed employee's stress in the scenario above (3)
- 2.3.2 Explain other ways in which LBS employees can manage stress. (4)
- 2.4. Suggest strategies businesses can use to deal with affirmative action. (6)
- 2.4 Recommend ways businesses can deal with change in the workplace. (6)
- 2.6.3 Advise LBS on the importance of stress management in the workplace. (6)

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

**Daniel Manufacturers (DM)**

Daniel Manufacturers (DM), is a company that specializes in manufacturing kids' clothing . DM experienced a fire outbreak that destroyed half of their property. This resulted in DM being Temporarily closed due to the uncondusive working conditions.

2.7.1 Identify an example of a crisis from the scenario above. Motivate your answer by quoting from the scenario. (3)

2.7.2. Suggest ways in which businesses can deal with crisis in the workplace. (4)

**ACTIVITY 3**

Some employees experience pressure due to workload and work environment. Stress left untreated does not help the victim change is inevitable in the business world. Businesses constantly try to find ways to deal with emergencies in the workplace. They should also apply John P Kotter's eight steps of leading change in the workplace

- Elaborate on the meaning of change
- Explain the importance of stress management in the pressurised work environment.
- Discuss major changes that people, and businesses can deal with.
- Advise businesses on how they should apply John P Kotter's eight steps of leading change in the workplace.

**[40]**

## ETHICS AND PROFESSIONALISM

### 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 1.1.5) in the answer book, e.g., 1.1.6 E

1.1.1. It involves making sound business decisions that do not have a negative effect on other people.

- A Professionalism
- B Principles
- C Ethics
- D Theories

1.1.2. Business must promote or generate the greatest value for society, while harming as few as possible.

- A. Consequential approach
- B. Margerison Approach
- C. Professional Approach
- D. Ethical Approach

1.1.3 The ...refers to the principles of right or wrong acceptable in the society.

- A Professional behaviour
- B Unprofessional behaviour
- C Unethical behaviour
- D Ethical behaviour

1.1.4. The set of morally accepted values of a business that is displayed by the management and the employees.

- A Professionalism
- B Business ethics
- C Code of conduct
- D Operating procedures

1.1.5 This means that all employees work and conduct themselves with integrity, honesty, and according to accepted standards of professional conduct and the law.

- A. Integrity
- B Professionalism
- C Respect
- D Confidentiality

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 Ethics	A. Refers to when a person acquires knowledge and skills to practice a specific job or profession
1.2.2 Professionalism	B. when employees use their knowledge, skills, society, and the environment.
1.2.3 Code of conduct	C. This means that all employees work and conduct themselves with integrity, honesty, and according to accepted standards of professional conduct and the law.
1.2.4 Integrity	D. a situation in which the concerns or aims of two different parties are incompatible.
1.2.5 Competency	E. This means that all employees work and conduct themselves with integrity, honesty, and according to accepted standards of professional conduct and the law.
	F. Is the behaviour, performance, and the way in which employees conduct themselves in the workplace.
	G. Conforms to a set of values that are morally acceptable within a business or organisation.
	H. a set of rules and responsibilities of an organisation or business that employees
	I. Employees are to respect the dignity and rights of others in the workplace, as well as the image of the profession or business within which they work.
	J. Businesses or large organisations should practice social responsibility to ensure that they give back to poor communities.

## ACTIVITY 2

2.1 Elaborate on the meaning of good decision

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

### **BIO ENERGY CONSULTANTS (BEC)**

Bio energy consultants offers financial and legal advice to small and large businesses. The management of BEC keeps their client's personal information confidential, the employees of BEC meet deadlines by completing their tasks before due dates, employees also adhere to the dress codes of business. BEC avoid conflicts of interest when dealing with stakeholders

2.2.1 Quote TWO principles of ethics and professionalism applied by BCE in the scenario above (2)

Use the table below as a guide

<b>PRINCIPLES OF ETHICS</b>	<b>PRINCIPLES OF PROFESSIONALISM</b>

(4)

2.2.2 Explain other principles of ethics and professionalism

Use the table below as a guide

<b>Other principles of ethics</b>	<b>Other principles of professionalism</b>

(12)

2.4 Outline any other THREE principles of ethics. (3)

2.4 Define the term ethical behaviour. (2)

2.5. Discuss the benefits of ethical business ventures. (6)

2.6. Differentiate between good and bad decisions. (8)

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

**MADODA ENTERPRICE (ME)**

Madoda Enterprise focuses on ensuring that their business values an ethical principle are in line with the society in which their business operate. They suggest that their action is good or bad depending on it outcome.

2.7.1 Identify the theory of ethics applied by ME. Motivate your answer by quoting from the scenario above. (3)

2.8 Identify the principles of ethics and professionalism applied by the employees of BEKO's Catering in each statement below:

2.8.1 Employees do not share their customer's details with others. (2)

2.8.2 They regularly attend workshops to improve their skills. (2)

**ACTIVITY 3**

The success of any business relies on the principles that governs individual behaviour in the business. The way a business is conducted is often similar to the way how its employees behave. The application of theories is usually a guideline to the success of a business. Management should conduct a business in a responsible, ethical, effective and professional manner.

- Outline the principles of professionalism.
- Differentiate professionalism and ethics.
- Explain how the following theories can be applied in the workplace:
  - The rights approach.
  - The common good approach
- Recommend ways in which professional, responsible, ethical and effective business practice should be conducted. **[40]**



## **BUSINESS ROLES**

### **TOPIC 1: CREATIVE THINKING**

#### **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 (1.1.3) in the ANSWER BOOK e.g., 1.1.5-B.

1.1.1. Requires business to apply old thinking patterns to new business.

- A. Creative thinking.
- B. Routine.
- C. Change.
- D. innovative.

1.1.2. They are solutions obtains through logical analytical problem solving.

- A. Problem solving.
- B. Non-conventional.
- C. Competitive.
- D. Conventional.

1.1.3. A process of finding the correct strategy to respond to a problem.

- A. Problem solving.
- B. Decision making.
- C. Questionnaires.
- D. Business problem.

1.1.4 FM Traders use a panel of experts to solve their business problem, this is known as the ... technique.

- A SCAMPER
- B Nominal Group
- C Force filed
- D Delphi

1.1.5 The ...is the advantages of creative thinking in the workplace

- A. It involves collecting facts that include problem finding and problem shaping.
- B. As management and employees introduce and create many ideas, saving time and money for the business, productivity will increase.
- C. The responses from the experts must be summarised in a feedback report
- D. The key restraining forces and their strengths should be discussed.

(4×2) (8)

- 1.2. Choose a description from Column B that matches a term in Column A. write only the letters (A-D) next to the question numbers (1.2.1. to 1.2.2.) in the ANSWER BOOK, E.G., 1.2.6 M.

COLUMN A	COLUMN B
<p>1.2.1 Force field.</p> <p>1.2.2. Creative thinking.</p> <p>1.2.3 Problem solving</p> <p>1.2.4 Routine thinking</p> <p>1.2.5 Conventional solutions</p>	<p>A. complex problem solving technique that tries to get a group of people to agree on how to solve a complex problem.</p> <p>B It is a process of putting facts together in a new and original ways.</p> <p>C. process of finding the correct strategy to respond to a problem.</p> <p>D. a problem-solving method that looks at two opposing forces that support a problem being solved.</p> <p>E. Involves doing things in the same way will lead to the same results because past decisions are used to solve current problems.</p> <p>F. There is only one solution to each problem or challenge.</p> <p>G. regular workshops so that brainstorming sessions can be held to generate new ideas.</p> <p>H. morale among staff members will be improved.</p> <p>I. Access to a broader base of skills, knowledge, and experiences helps if you can get the opinion of others on a matter.</p> <p>J. feedback report and a second set of questions or questionnaires based on the feedback report must be sent to the panel members.</p>

(2x2) (4)

- 1.3. Complete the following statements by using the word(s) provided in the list below. Write the word(s) next to the question numbers (1.3.1 to 1.3.5) in the answer book.

Problem-solving, brainstorming, conventional thinking, Delphi, decision-making, force field, creativity, nominal group, innovative, incentive

- 1.3.1 Business considers various alternatives before choosing the most appropriate one.
- 1.3.2 Businesses may use a group of experts without bringing them together when applying the ... technique.
- 1.3.3 Mawick Manufacturers applied the ... problem solving technique by requesting each employee to silently generate many new ideas and then share them with others.
- 1.3.4 The... is the ability to think of original and new ideas to solve problems.
- 1.3.5 The... is when different new ideas are used to create something unique or create a new solution for the same problem.

**(5X2) (10)**

## ACTIVITY 2

- 2.1. Elaborate on the meaning of routine thinking and creative thinking. (8)
- 2.2 Read the scenario below and answer the questions that follow.

### **AYABONGA SNACKS (AS)**

The management of Ayabonga Snacks (AS) wants to improve the marketing of their services to the public. AS used ordinary and unimaginative solutions to solve their business problems. They eventually decided to use more than one solution to solve a problem

- 2.2.1. Quote the differences between conventional and non-conventional solutions in the scenario above

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

CONVENTIONAL	NON-CONVENTIONAL

(4)

2.2.2 Outline other differences between conventional and non-conventional solutions. (8)

2.3 Elaborate on the meaning of routine thinking. (4)

2.4 Discuss ways in which business can create an environment that stimulate creative thinking. (6)

2.5 Explain the advantages of creative thinking in the workplace. (8)

2.6 Identify the problem-solving techniques applied by Nomsa in each statement below.

2.6.1 The questionnaires are used to bring about agreement from different views.

2.6.2 It is often used for planning and implementing change in a business.(4)

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

**ANDILE MANUFACTURERS (AM)**

Nomathemba is a newly appointed manager on AM. She wants to solve problems face by business based on quality. She designs a questionnaire consisting of questions on how to improve the quality of their product. She requests the panel to individually respond to the questionnaire.

3.2.1. Identify TWO ways in which Andile Manufactures can apply the Delphi technique from the scenario. (2)

3.2.2. Discuss other ways in which business can apply the Delphi technique in the workplace. (6)

### ACTIVITY 3

Business needs to hire employees for their new department. They require a person who is creative to come up with ideas, a person who can work well with others as a team while stimulating an environment suitable for creative thinking. This person also needs to have problem solving techniques as a skill.

Write an essay in which you address to following aspects of creative thinking.

- Outline the benefits of creative thinking.
- Explain advantages of working with others to solve problems.
- Discuss the application of the following business techniques:
  - Force field techniques.
  - Delphi techniques.
- Advise business on the way in which business can create an environment that stimulate creative thinking.

**[40**

## TOPIC 2: ENTREPRENEURIAL QUALITIES

### ACTIVITY 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 (1.1.3) in the ANSWER BOOK e.g., 1.1.5-B.

- 1.1. Ability of the business to continue without doing damage to the environment.
- A. Good leadership.
  - B. Taking risks.
  - C. Sustainability.
  - D. Confidence.
- 1.2 When an entrepreneur does not give up despite challenges and problems.
- A. Perseverance.
  - B. Passion.
  - C. Creative.
  - D. Responsibility.

1.3 The number of customers in the database that buy products or services.

- A. Profitability.
- B. Customer base.
- C. Knowing the market.
- D. Opportunity.

1.1.4 Strategy that business can use to ensure that they remain profitable and sustainable

- A. Behaving ethical.
- B. Unstable work force.
- C. Poor vision and communication skills.
- D. Confidence.

(4×2) (8)

1.2 Choose a description from Column B that matches a term in Column A. write only the letters (A-D) next to the question numbers (1.2.1. to 1.2.2.) in the ANSWER BOOK, e.g., 1.2.6 M.

Column A	Column B
<p>1.2.1 Sustainability</p> <p>1.2.2 Entrepreneur</p> <p>1.2.3 Flexibility</p> <p>1.2.4 Confidence</p> <p>1.2.5 Good governance:</p>	<p>A business environment is constantly changing, and entrepreneurs must be flexible to adapt to these changes.</p> <p>B. entrepreneurs should show enthusiasm to achieve the best solution</p> <p>C the business must be able to continue without doing damage to the environment and the community in which it works</p> <p>D. bring energy, enthusiasm, and urgency to the workplace, which filters through the business and motivates staff.</p> <p>E is someone who converts a business idea into a business venture</p> <p>F entrepreneurs believe in themselves and believe that they can achieve business goals</p>

	<p>G those processes and institutions that produce results to meet the needs of society while making the best use of the resources at their disposal</p> <p>H a strongly believe in something by entrepreneurs and showing enthusiasm to achieve the best outcome</p> <p>I classified as unforeseen events that can impact negatively on a decision</p> <p>J coming up with something new or doing things in a new way</p>
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## ACTIVITY 2

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

**MARKEN ROBERTSON PTY LTD. (MR)**

Samkelo is the owner of Marken Robertson PTY LTD. She is a successful entrepreneur who did not give up despite challenges and she is not afraid to take responsibility for her decision. MR attracts more investors which enables the business to expand its activities. She is honest and build trust among fellow workers.

2.1.1 Identify THREE qualities of the entrepreneurs displayed by Samkelo. Motivate your answer by quoting from the scenario.

Use the table below as a guide for your answer.

QUALITIES OF AN ENTREPRENEUR	MOTIVATION
1.	
2.	
3.	

(9)

2.1.2. Discuss other TWO qualities of an entrepreneur.

(4)

2.2 Read the scenario below and answer questions that follow

**GEDDI SCRATCH REMOVERS (GSR)**

Geddi runs a very successful scratch removing business. The business effectively manages financial matters to ensure a return on investment. Businesses should be able to deal with failure to achieve some of its goals businesses continue to exist despite all the challenges and threats it is confronted with. The business meets the needs of customers consistently and supply excellent service

2.2.1 Identify THREE key success factors of a business from the case study above.

2.2.2 Motivate your answer by quoting from the scenario above

Use the table below as a guide to answer 2.2.1 and 2.2.2

KEY SUCCESS FACTOR	MOTIVATION

(9)

### ACTIVITY 3

The business needs a manager who has entrepreneurial qualities. Business must know the strategies that can make business profitable. The success factor of the business based on discussing areas of improvement.

Write an essay in which you address to following aspects of entrepreneurial qualities

- Outline THREE qualities of an entrepreneur.
- Explain strategies that business can use to ensure that they remain profitable and sustainable.
- Discuss the following key success factors of a business.



- Good leadership.
- Ethical control and good governance.
- Uniqueness of the business.
- Advise business on the areas of improvement.

**[40]**

## **TEAM PERFORMANCE AND CONFLICT MANAGEMENT**

### **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 (1.1.3) in the ANSWER BOOK e.g., 1.1.6-B.

1.1.1 Collaboration means that team members ...

- A do not rely on each other
- B work effectively on their own.
- C are willing to co-operate in the team to achieve objectives.
- D are held accountable for their actions.

1.1.2 ONE of the steps that ABC Cleaning Services may consider when handling conflict in the workplace:

- A. Implement disciplinary procedures
- B Select an appropriate solution
- C. Provide recreational facilities
- D. Provide fringe benefits

1.1.3. Dream team members are committed towards achieving a common goal. This is an example of a ... criteria for successful teams.

- A shared values/Mutual trust and support
- B communication
- C interpersonal attitudes and behaviour
- D co-operation/collaboration

1.1.4 Team members show respect for the knowledge and skills of other members.

This is an example of a ... criteria for successful teams.

- A communication
- B shared values/Mutual trust and support
- C interpersonal attitudes and behaviour
- D co-operation/collaboration

1.1.5 One of the characteristics of successful team performance is that...

- A each member set his/her target
- B each member pay attention to their needs
- C each member set his/her values and implement decisions
- D there is a climate of respect/trust and honesty

1.1.6 The focus is on the completion of the task. This takes place during ... stage of team development.

- A adjourning
- B storming
- C forming
- D. norming

(8)

1.2. Choose a description from Column B that matches a term in Column A. write only the letters (A-D) next to the question numbers (1.2.1. to 1.2.2.) in the ANSWER BOOK, e.g. 1.2.6 M.

COLUMN A		COLUMN B	
1.2.1	Forming	A	Roles and responsibilities are clear and accepted.
1.2.2	Storming	B	Team members are aware of strategies and aims of the team.
1.2.3	Norming	C	Team members open up to each other and confront each other's ideas.
1.2.4	Performing	D	Team members show good behaviour as they are new to the group.
1.2.5	Adjourning/Mourning	E	The focus is on the completion of the task/ending the project.
		F	All tasks are not completed before the team finally dissolves.
		G	Responsibilities are clear and accepted

		H	Team members
		I	Team members does not show good behaviour as they are new to the group
		J	All tasks are completed before the team finally dissolves.

## ACTIVITY 2

2.1 Elaborate on the meaning of conflict. (4)

2.2 Outline the importance of teamwork. (6)

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

### DYNAMIC TECH (DT)

Dynamic Tech is a group of computer science graduates who want to undertake a Research project. A few of the graduates believe that conflict is bad and should be avoided. The other graduates believe conflict is a normal part of human interaction.

2.3.1 Identify TWO conflict management theories experienced by the graduates of DT. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 2.3.1

CONFLICT MANAGEMENT THEORIES	MOTIVATION
1.	
2.	

2.5. Identify the causes of conflict applicable to Amanda Inc. in EACH statement below:

2.5.1 The Dream Team is not willing to work with the Khula Team who always Receives awards.

- 2.5.2 Employees do not complete their tasks effectively as clear instructions are Not always provided.
- 2.5.3 Employees always argue over the use of equipment to accomplish their tasks.
- 2.5.4 Some employees cannot cope with the large number of tasks given to them. (8)
- 2.6 Explain other causes of conflict in the workplace. (6)
- 2.7 Read the statement below and answer the questions that follow.

The Belbin Role Theory can be used to create a balance in a team or recruit members for specific roles.

- 2.7.1 Explain any THREE Belbin Roles Theories. (9)
- 2.7.2 Identify any THREE other types of team dynamic theories. (6)
- 2.8 Read the scenario below and answer the questions that follow

**DEEDO TRADERS (DT)**

Deedo Traders hired more than one hundred workers to produce winter blankets and sheets. The management of DT allowed their employees to establish the workplace forum. DT encourages their workers to participate in decision making. A representative deal with remuneration negotiations. The workplace forum improves efficiency and productivity through their input.

- 2.8.1 Quote TWO functions of the workplace forums from the scenario above. (2)
- 2.8.2 Discuss other functions of the workplace forums. (6)
- 2.8.3 Suggest ways in which a workplace forum differs from a trade union. (6)
- 2.9 Explain the differences between trade unions and workplace forums. (6)

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

**REUSABLE & RECYCLCE (RR)**

Reusable & Recycle is a group who use the old material as new. They were comfortable with each other during their first meeting, the team leader ensured that all task are completed before the team finally dissolve.

2.10.1 Identify TWO stages of team development that were experienced by RR .

Motivate your answer by quoting from scenario from the scenario above

Use the table below as a GUIDE to answer QUESTION 2.10.1

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1.	
2.	

(6)

### ACTIVITY 3: BUSINESS ROLES:(TEAM PERFORMANCE)

Teamwork makes businesses more efficient as members work together. Teams take time to develop at each stage. Businesses need to investigate which possible theories can be used.

Discuss the above statement using the heading below:

- Outline the importance of teamwork.
- Discuss any FOUR stages of team development
- Explain why businesses use team dynamic theories.
- Advise businesses on the Group Consensus as a team dynamic theory.

### **ACTIVITY 3.2 BUSINESS ROLES (CONFLICT MANAGEMENT)**

Businesses encourage employees to work in teams, which sometimes may lead to conflict. For this reason, it is important to establish trade unions and workplace forums. The use of the workplace forums can be used to resolve conflict in the workplace.

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

- Outline the meaning of conflict management in the workplace
- Discuss the causes of conflict in the workplace.
- Distinguish between trade unions and workplace forums.
- Advise businesses on the functions of workplace forums.