

CURRICULUM GRADE 10 -12 DIRECTORATE



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BUSINESS STUDIES LEARNER SUPPORT MATERIAL

GRADE 11 2025



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1.INFLUENCES AND CONTROL FACTORS RELATING TO THE BUSINESS

SECTION A

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. (1.1.5 D) in the ANSWER BOOK.
- 1.1.1 The organisational culture of the business is a component for the ...environment.
 - A market
 - B macro
 - C micro
 - D physical
- 1.1.2 A business has no control over ... environment
 - A global
 - B market
 - C micro
 - D macro
- 1.1.3 This is a ...component of the micro environment

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- A competition
- B intermediaries
- C NGO'S
- D vision

(3x2)(6)

SECTION B

ACTIVITY 2

2.1 Name THREE components of the market environments:

(3)

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

LWAZI TAKE-AWAY(LT)

Lwazi Takeaway has experienced a decrease in sales due to load shedding. LT employees are frequently absent from work. Some of the stock she received from her suppliers was expired.

- 2.2.1 Identify THREE challenges from the scenario above that LT has to deal with. (3)
- 2.2.2 Name the business environment to which each challenge identify in

QUESTION 2.2.1.belongs to. (3)

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

4

Use the table below as a GUIDE to answer QUESTION 2.2.1, 2.2.2 and 2.2.3

Challenges 2.2.1	Business Environments 2.2.2	Extent of Control 2.2.3
Innot		
Anni		

- 2.4 Discuss the challenges of the micro environment. (6)
- 2.5. Outline four components of the micro environment. (4)
- 2.6. Explain reasons why the business has more control over the micro environment. (6)

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2. CHALLENGES IN THE BUSINESS ENVIRONMENTS

SECTION A

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 (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 A
- 1.1.1 Difficult employee is a challenge to the ... environment.
 - A. market
 - B. macro
 - C. makro
 - D. micro
- 1.1.2 Changes in income levels are a challenge to the ... environment.
 - A. macro
 - Stanmorephysics.com
 - B. makro
 - C. market
 - D. micro
- 1.1.3 A/An ... is when workers refuse to work until their demands are met.
 - A. go-slow
 - B. strikes
 - C. lockout
 - D. industrial action
- 1.1.4 The beliefs, norms, values, and interest that are shown by a particular society, is known as ...
 - A. demographics
 - B. psychographics
 - C. socio-cultural factors
 - D. competition
- 1.1.5 When employees go to work as they normally would, but deliberately work at a slower pace.
 - A. go-slows
 - B. strike
 - C. lockout
 - D. industrial action

(5 x 2) (10)

Downloaded from Stanmorephysics.com
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 (1.2.1–1.2.3) in the ANSWER BOOK

psychographics; macro; localization; demographics; globalization; micro

- 1.2.1 The ... of a country represents the characteristics of the population such as age, gender, race and so on.
- Changes in income levels is a challenge of the ... environment. 1.2.2
- 1.2.3 The benefit of ... is that it has led to the faster and easier transfer of knowledge and skills between countries.

(3 x 2) (6)

1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – J) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.4. G Stanmorephysics.com

	COLUMN A		COLUMN B
1.3.1	Micro lending	Α	labour laws put in place by the
			government to prevent the exploitation of
			employees in the workplace.
1.3.2	Unions	В	are organizations that are established to
			protect the rights of all citizens.
1.3.3	Labour restrictions	С	refers to individuals or businesses that
			grant small loans to those who cannot
			get credit from commercial banks.
		D	Labour laws put in place by the
			government to prevent the exploitation of
			employers in the workplace.
		Ε	are organizations that are established to
			protect the interest and rights of
			employees in the workplace.
		F	refers to commercial banks that grant
			credit to individuals or businesses.

(3 x 2) (6)

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ACTIVITY 2

2.3

2.4

2.1 List any THREE challenges of the micro environment. (3)

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

OPTICAL BAKERY (OB)

Optical Bakery produces a variety of fresh cakes. His employees lack good customer service.

He lost most of his customers to Samo Bakery. OB had to replace some of its stolen equipment of the high crime rate in the area.

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

CHALLENGES	BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
(2.2.1)	(2.2.2)	(2.2.3)
1.	Stanmorephysics.com	
2.		
3.		

2.2.1 Quote THREE challenges for OB from the scenario above.
2.2.2 Classify OB's challenges according to the THREE business environments.
(3)
2.2.3 State the extent of control OB has over EACH business environment quoted in QUESTION 2.2.2.
(3)
Discuss shortage of suppliers as a challenge of the market environment.
(4)
Suggest to businesses ways in which they can overcome competition in the

market. (4)

[20]

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3.1 Name any THREE challenges of the market environment.

(3)

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

NOLAN TRADERS(NT)

Nolan Traders(NT) buys and sells goods. NT has over the years managed to maintain a good customer base. However, the latest increase in interest rates has left consumers with less money to spend on goods and services. NT has been experiencing problems with their suppliers, as stock is not delivered on time.

3.2.1 Identify a challenge of the macro environment from the scenario above.

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

Use the table below as a GUIDE to answer QUESTION 3.2.1

CHALLENGE OF MACRO ENVIRONMENT	MOTIVATION	

3.2.2 Explain the challenge identified in QUESTION 3.2.1.

(6)

(4)

3.3 Discuss strikes and go-slows as a challenge of the micro-environment.

[16]



3. ADAPTING TO CHALLENGES IN THE BUSINESS ENVIRONMENTS

SECTION A

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** A/An ... is when two or more businesses join their resources together to form a new **business**.
 - A. merger
 - B. takeover
 - C. acquisitions
 - D. alliances
- 1.1.2 A/An ... happens when a company takes control of another company by buying the majority of its shares.
 - A. merger

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- B. acquisitions
- C. takeover
- D. alliances
- 1.1.3 A/An ... happens when a business buys another business at an agreed price.
 - A. merger
 - B. takeover
 - C. alliances
 - D. acquisitions
- 1.1.4 A/An ... refers to an agreement between businesses with common visions and work together for the benefit of all.
 - A. merger
 - B. alliances
 - C. acquisition
 - D. takeover
- 1.1.5 The obligation a business has to protect its environment and also improve the quality of life of all people in their communities.
 - A. social responsibility
 - B. lobbying
 - C. networking
 - D. power relationship

(5 x 2) (10)

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 (1.2.1–1.2.3) in the ANSWER BOOK.

power relationships; partnership agreements; networking; persuasion of large investors

- 1.2.1 The goal of ... is to meet as many people as possible and make every connection count.
- 1.2.2 Businesses form ... to benefit in infrastructure development and scarce skills.

 $(2 \times 2) (4)$

1.3 Choose a description from COLUMN B that matches a term in COLUMN A.

Write only the letter (A – J) next to the question numbers (1.3.1 to 1.3.2) in the ANSWER BOOK, e.g. 1.3.4. G

	COLUMN A		COLUMN B
1.3.1	Information management	Α	refers to a co-ordinated activity where
			people who have similar objectives meet
			and exchange information and ideas.
1.3.2	Lobbying Stanmorephysics.com	В	The collection, storage and distribution of
			information.
		С	forming and implementing major goals
			from managers.
		D	is the organized process where
			individuals, businesses, use their
			influence to change government policy.

 $(2 \times 2) (4)$

SECTION B

ACTIVITY 2

- 2.1 State any FOUR ways businesses can adapt to challenges of the business environments. (4)
- 2.2 Read the scenario below and answer the questions that follow.

MERCY PRINTERS(MP)

Mercy Printers (MP) specializes in the printing of billboard banners. The manager of MP networks widely with other printing companies in the area. This has resulted in MP being able to build new business relationships. It has also contributed to MP attracting new customers. MP is also able to control its environment and other businesses very well.

- 2.2.1 Quote TWO benefits of networking from the scenario above. (2)
- 2.2.2 Elaborate on the meaning of networking. (4)
- 2.2.3 Explain other benefits of networking. (4)
- 2.3 Recommend to businesses the benefits of being part of social responsibility projects.

(6) **[20]**

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ACTIVITY 3

Businesses should understand the meaning of lobbying. The different types of Lobbying should be used wisely. There are different ways in which businesses can form power relations. Businesses must consider the benefits of networking to stay ahead in the market.

Write an essay on adapting to challenges in the business environments, taking the following aspects into account.

- 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]

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3. CHALLENGES AND ADAPTING TO CHALLENGES IN THE BUSINESS ENVIRONMENTS

CONSOLIDATION: SECTION B

ACTIVITY 1

1.1 Outline FOUR components of the macro environment. (4)

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

TOOCAN ENTERPRISE(TE)

Toocan Enterprise sells a variety of products to different customers. TE always receives stock late from Smart Wholesalers. The management of TE has difficulty in dealing with unproductive employees.

Use the TABLE below as a GUIDE to answer QUESTION 1.2.1 – 1. 2.3

	CHALL 1.2.	ENGES 1	BUSINESS ENVIRONMENT 1.2.2	EXTENT OF CONTROL 1.2.3	
	1.2.2	Quote TWO cha	llenges for TE from the scenario abo	ve.	(2)
	1.2.3		allenges according to the business e		(2)
	1.2.3.		of control that TE have over EACH b	ousiness environment named	d in
		QUESTION 1.2.	2.		(2)
.3	Elabora	ate on the meanin	g of lobbying.		(6)
.4	Discuss	s reasons why bu	sinesses lobby.		(6)
.5	Explain	the advantages	of networking.		(6)
.6	Discuss	s the following wa	ys businesses can form power relation	onships.	
	1.6.1	Strategic allianc	e/Partnership agreements		(2)
	1.6.2	Persuasion of la	arge investors		(2)
	1.6.3	Company repres	sentatives' influence		(2)
.7	Sugges	st ways in which b	ousinesses can have a direct influenc	e on the environment.	(6)
				Inni	[40]

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ACTIVITY 2

Businesses should understand the meaning of power relationships. Managers must use the different forms of power relationships to benefit businesses. Social responsibility projects benefit the businesses. Business must know ways in which they can have a direct influence on the environment.

Write an essay on adapting to challenges in the business environments, taking the following into account:

- Elaborate on the meaning of Power relationships.
- Discuss THREE ways businesses can form Power relations.
- Explain the benefits of social responsibility projects for businesses.
- Suggest ways in which businesses can have a direct influence on the environment.

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4.CONTEMPORARY SOCIO-ECONOMIC ISSUES.

SECTION A

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, for example 1.1.6 D.
- 1.1.1 KB Consulting is impacted negatively by ... as they shape the way people live and consume.
 - A lack of resources
 - B illiteracy
 - C lack of skills
 - D social, cultural and demographic
- 1.1.2 The employer of Osizweni Steelworks prevented protesting employees from entering the premises. This is known as a ...
 - A strike
 - B lockout
 - C go-slow
 - D protest
- 1.1.3 A percentage change in the number of people in a country resulting from births, deaths and migration is known as ...
 - A population growth
 - B piracy
 - C dumping
 - D over-population
- 1.1.4 The negative impact of low income levels may be ...
 - A increases the cost of raw materials and other inputs
 - B businesses need to employ people even though they do not have the needed skills.
 - C consumers shift to cheaper brands of certain products
 - D some businesses may not keep abreast with current changes
- 1.1.5 This is an example of economic crime:
 - A Heist
 - B Shoplifting
 - C Tax evasion
 - D Money laundering

(5 x 2) (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 (1.1.1 - 1.1.3) in the ANSWER BOOK.

trademark; inflation; strikes; patent; low income levels; go-slow

- 1.2.1 The...is the differences in salaries between high earners and low earners.
- 1.2.2 Employees of Ukhozi Minerals collectively participated in a... when they refused to work until their demands were met.
- 1.2.3 The solution to piracy used by businesses to identify themselves and their products is called... (3x2) (6)

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1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question numbers (1.3.1 to 1.3.3) in the ANSWER BOOK, e.a. 1.3.4 G

4	COLUMN A	COLUN	IN B
	1.3.1 Copyright	A.	Workers reduce production output.
	1.3.2 Inefficiency in the use of resources	B.	Businesses can bring legal proceedings against anyone who uses their invention.
	1.3.3 Go-slow	C.	Refers to the over-use of natural resources.
		D.	Workers stop working completely.
		E.	Implies that resources are being wasted.
		F.	Businesses can take legal action against anyone who duplicates their products.

(3 x 2) (6)

SECTION B

ACTIVITY 2

2.1 List THREE types of industrial actions. (3)

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

> 2.2.1 The general increase in the prices of all products in the country. (2)

> 2.2.2 When goods enter South Africa from other countries at a price that cheaper than the normal value of the goods. (2)

2.2.3 Resource depletion that normally occurs mostly in relation to farming, mining and fossil fuels. (2)

2.3 Elaborate on the meaning of trade unions. (4)

2.4 Read the scenario below and answer questions that follow:

MCHUMANE MINES (MM)

Management of Mchumane Mines invited trade union representatives to give new employees more information about trade unions. The discussion was on role and functions of trade unions which included, improvement of employment conditions, ensuring employees are part of decision making and protection of workers from unfair labour practices and unfair dismissal.

- 2.4.1 Quote TWO functions of the trade union from the scenario (2)
- 2.4.2 Advise businesses on other roles of trade unions (except the one from the scenario) (4)

2.5 Describe TWO other solutions to piracy. (6)

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WOODLANDS LTD (WL)

Ntingantaka Ltd manufactures electrical appliances. Employees at NL do not have the expertise to produce quality appliances, as a results they have been experiencing a decline in sales. Some of the employees at NL cannot read and write.

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

Use the table below as a GUIDE to answer QUESTION 2.6.1.

SOCIO-ECONOMIC ISSUE	MOTIVATION
1.	
2.	
	(6)

2.6.2 Discuss the negative impact of any ONE socio-economic issue identified in QUESTION 2.6.1.

2.7 Advise businesses on the negative impact of piracy on businesses.

(6)

(4)

ACTIVITY 3

BUSINESS ENVIRONMENTS (SOCIO-ECONOMIC ISSUES)

Businesses should be aware of differences between strike and go;slows. Management must ensure that they understand the purpose of the Labour Relations Act. Businesses should pay attention to the negative impact of socio-economic issues on their operations. There are numerous functions of trade unions that must be recognised by businesses.

Write an essay on socio-economic issues which include that following aspects:

- Outline purpose of Labour Relations Act
- Explain the differences between strikes and go-slows
- Discuss the negative impact of the following socio-economic issues on businesses:
 - Inflation
 - Dumping
- Advise businesses on the functions of trade unions.

[40]

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5. BUSINESS SECTORS

SECTION A QUESTION 1

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

 Choose the answer and write only the letter (A D) next to the question numbers

 (1.1.1 to 1.1.2) in the ANSWER BOOK, e.g. 1.1.3 A
- 1.1.1 Tony Traders operates in the ... sector.
 - A. primary
 - B. secondary
 - C. tertiary
 - D. public
- 1.1.2 Cloudy Veg Farm operates in the ... sector.
 - A. secondary
 - B. primary
 - C. public
 - D. tertiary

 $(2 \times 2) (4)$

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 (1.2.1–1.2.2) in the ANSWER BOOK.

• •	-			•
	public;	primary;	private;	secondary

- 1.2.1 Tullen Manufacturers operates in the ... sector.
- 1.2.2 Sithole Dairy Farms operates in the ... sector.

 $(2 \times 2) (4)$

1.3 Choose a description from COLUMN B that matches a term in COLUMN A.

Write only the letter (A – J) next to the question numbers (1.3.1 to 1.3.2) in the ANSWER BOOK, e.g. 1.3.3. G

	COLUMN A		COLUMN B
1.3.1	Tertiary	Α	transforms raw material into finished
			goods
1.3.2	Primary	В	controlled by the government.
1.3.3	Secondary	С	distributes goods and provides services.
		D	aim is to make a profit and no
			government control.
		Ε	extraction of raw materials from nature.
		F	not registered to pay taxes.

 $(3 \times 2) (6)$

SECTION B loaded from Stanmore physics.com

QUESTION 2

2.1 Name THREE business sectors. (3)

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

MILTON MANUFACTURERS(MM)

Milton manufacturers(MM) produces a variety of fruit juices. Their supplier Palm Farms(PF) provides MM with the variety of fruits required for production.

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

BUSINESS SECTOR	MOTIVATION
1.	
2.	

- 2.2.1 Identify TWO business sectors from the scenario above. Motivate your answer by quoting from the scenario.
- (4)

2.3 Elaborate on the meaning of the tertiary sector.

(4)

(4)

(6)

2.4 Explain the relationship between the primary, secondary, and tertiary sectors.



6. BENEFITS OF CHOOSING A COMPANY OVER 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 answer book, e.g. 1.1.6 D.
- 1.1.1 Ngwane LTD submitted ... to the Registrar of Companies which serves as the constitution of a company.
 - A. Prospectus
 - B. Partnership agreement
 - C. Memorandum of Incorporation
 - D. Certificate of Registration
- 1.1.2 This form of ownership has no legal personality and therefore has no continuity
 - A. Co-operative
 - B. Partnership
 - C. Public company
 - D. Non-profit company
- 1.1.3 The ...company provides essential services such as water and electricity at a reasonable price.
 - A. Personal liability
 - B. Public
 - C. Private
 - D. State-owned
- 1.1.4 The owner/s for this form of ownership pay/s tax on their personal capacity.
 - A. sole proprietor
 - B. public company
 - C. private company
 - D. state-owned
- 1.1.5 The founders of this business are motivated by service rather than profit.
 - A. Partnership
 - B. Personal liability company
 - C. Sole proprietor
 - D. Non-profit company

(2 x 5) (10)

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.

Private company, limited, non-profit, Memorandum of Incorporation, Secondary, Unlimited, public company, prospectus, profit, initial

- 1.2.1 A... is a company that is registered to offer its stock and shares to the general public.
- 1.2.2 Mantungwa Ltd as a separate legal entity has ... continuity.
- 1.2.3 A formal legal document giving details about investment offerings to the public is called ...
- 1.2.4 A company incorporated for financial gain for its shareholders is referred to as a ...company.

Down 124 ded offer is the sale of new shares by a company that has already made an initial offering. (2x 5) (10)

1.3 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), e.g., 1.2.6 I

nnni	COLUMN A		COLUMN B
1.3.1	Continuity	A.	the loss of the business will not exceed the amount invested in the business by the business owner.
1.3.2	Unlimited liability	B.	Cease to exist if a change of ownership takes place.
1.3.3	Initial order offer	C.	directors are jointly liable for the debts of the business.
1.3.4	Personal liability company	D.	this is when the company issues shares to the public for the first time.
1.3.5	State-owned company		
		F.	directors of this company are not jointly liable for the debts of the business.
		G.	Offer essential services which may not be offered by the private sector.
		H.	to continue to exist even if a change of ownership takes place
		l.	the sale of new or closely held shares by a company that was already made an initial public offering.
		J.	Company does not make profit.

 $(2 \times 5) (10)$

SECTION B

ACTIVITY 2

- 2.1 State any THREE forms of ownership that are classified as profit companies. (3)
- 2.2 Outline the characteristics of a partnership. (4)
- 2.3 Read the scenario below and answer the questions that follow.

ELIZABETH PROPERTIES (EP)

Elizabeth Properties is a company that offers accommodation to the university students. EP does not need to publish a prospectus as it cannot trade its shares publicly.

- 2.3.1 Identify the form of ownership applicable in the scenario above. Motivateyour answer by quoting from the scenario above. (3)
- 2.3.2 Explain the disadvantages of the form of ownership identified inQUESTION 2.3.1. (6)

Dow	r nl 33c	Differentiate between the personal liability company and the form of ownership identified in QUESTION 2.3.1.	(8)
2.4	Discus	s the advantages of a state-owned company.	(6)
Ę			
2.5	Identif	y the form of ownership applicable to each statement below.	
	2.5.1	The members own and run the business together and share equally in its profits.	(2)
THE STATE OF THE S	2.5.2	It is owned by the government and operates for profit.	(2)
	2.5.3	Auditing of financial statements is compulsory and audited statements must be ma	ade
		available to the shareholders and the public.	(2)
	2.5.4	Profits are shared according to the agreement.	(2)
	2.5.5	Directors of this company are held personally liable for the debts of the business.	(2)
		(2 x 5)	(10)
2.6	Read t	he scenario below and answer the questions that follow.	
		·	
		BATHABI LOGISTICS LTD (BL)	
	by qua	<u>'</u>	_
	by qua	BATHABI LOGISTICS LTD (BL) ii Logistics Ltd provides transportation services in different provinces. BL is managalified and competent board of directors. They also have tax benefits that otherises do not have. The workload and responsibilities are shared between partners. Quote TWO benefits of establishing a company over other forms of ownership	her
	by qua enterpr 2.6.1	BATHABI LOGISTICS LTD (BL) ii Logistics Ltd provides transportation services in different provinces. BL is managed alified and competent board of directors. They also have tax benefits that otherises do not have. The workload and responsibilities are shared between partners. Quote TWO benefits of establishing a company over other forms of ownership from the scenario above.	_
2.7	by qua enterpr 2.6.1	BATHABI LOGISTICS LTD (BL) ii Logistics Ltd provides transportation services in different provinces. BL is managalified and competent board of directors. They also have tax benefits that otherises do not have. The workload and responsibilities are shared between partners. Quote TWO benefits of establishing a company over other forms of ownership	her
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2.7	by qua enterpr 2.6.1 Advise other for Read to	BATHABI LOGISTICS LTD (BL) ii Logistics Ltd provides transportation services in different provinces. BL is managelified and competent board of directors. They also have tax benefits that otherises do not have. The workload and responsibilities are shared between partners. Quote TWO benefits of establishing a company over other forms of ownership from the scenario above. The management of BLL on the challenges of establishing a company over orms of ownership. THE BEARS (TB) In Ntuli registered his business The Bears with the companies and intellectual property.	(2) (6)

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Business should understand the characteristics for a public company helps entrepreneur to choose the suitable form of ownership. Cooperatives have its own advantages which may impact its growth positively. Entrepreneurs have to fully analyse the benefits of establishing a company over other forms of ownership taking into account the legal status and liability, Profit sharing and taxation. Adhering to the procedure for the formation of a company is essential for the success of the business.

Write an essay on benefits of establishing a company over other forms of ownership in which you include the following aspects:

- Outline the characteristics of the public company.
- Explain the advantages of cooperatives.
- Discuss the following benefits of establishing a company over other forms of ownership:
 - Legal status and liability
 - Profit sharing
 - Taxation
- Advise businesses on the procedure for the formation of companies.

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7. AVENUES OF ACQUIRING A BUSINESS

ACTIVITY 1

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

Write down the question number (1.1.1–1.1.2) and the correct letter next to it ONLY. Example: 1.1.3

ALLIN

- 1.1.1 Vusi sold the right to use the name and trademark of VS Foods to Tony in return for a royalty fee. Vusi is known as the ...
 - A franchisor
 - B franchisee
 - C lessor
 - D lessee
- 1.1.2 Kentucky Fried Chicken and McDonalds are examples of ...
 - A Chain stores
 - B franchises
 - C leasing
 - D Outsourcing businesses

(2X2) (4)

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 (1.2.1 – 1.2.3) in the ANSWER BOOK.

lessor;	franchisee;	goodwill;	lessee;	franchisor;	royalties	

- 1.2.1 An individual who sells the right of the trademark or business model in return for franchise royalty fee is called ...
- 1.2.2 Payments made to the franchisor by the franchisee based on the turnover of the business is known as ...
- 1.2.3 The ... is the person who owns the asset and lend it out for use at a price.

(3X2) (6)

1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question numbers (1.3.1) in the ANSWER BOOK, e.g. 1.3. K.

COLUMN A	COLUMN B
1.3.1 Outsourcing	A business practise of hiring a third party to perform services.
	B licence to use the name and idea of an existing business.

(2)

Yoaded from Stanmorephysics.com Elaborate on the meaning of franchising. (4) 2.2 Outline aspects that must be included in the franchising contract. (6)2.3 Read the scenario below and answer the guestions that follow. **HOMEBUILD TRADERS (HT)** Homebuild traders is selling high quality building material in Zwelitsha. They decided to pay Nanga Cartages for transportation of building material to the nearby villages. 2.3.1 Identify the business avenue represented in the scenario above. (2)2.3.2 Discuss the advantages of the business avenue identified in QUESTION 2.3.1. (4) Advise businesses on the disadvantages of leasing. (6)**ACTIVITY 3** 3.1 Identify the avenues of acquiring a business illustrated in the following statements: Dees Manufacturing signed a contract with Smith Properties for the use of their property for specified period and pay them every month. 3.1.2 The management of Siyeza Trading requested Marie Consulting to train their new employees. 3.2 Read the scenario below and answer the questions that follow. **REAL ESTATE (RE)** Real Estate (RE) owns properties around the country. RE enters into an agreement with tenants and receives monthly payments for the use of these properties. RE also requested RG Technologies for technology services to focus on the core activities of the business. 3.2.1 Identify TWO avenues of acquiring businesses used by RE. Motivate your answer by quoting from the scenario above. Use the table below as a GUIDE to answer QUESTION 3.2.1 (6)

AVENUES OF ACQUIRING BUSINESSES	MOTIVATIONS
1.	
2.	

3.3 Explain reasons why entrepreneurs decide to purchase existing businesses. (6)

Downloaded from Stanmorephysics.com ACTIVITY 4 - BUSINESS VENTURES

Franchising is the most beneficial method for acquiring a business. Some entrepreneurs prefer to purchase an existing business. Leasing offers an opportunity for emerging entrepreneurs to consider as a business venture. Prospective business owners should also be aware of contractual implications of leasing business avenues.

Write an essay on the avenues of acquiring businesses, in which you discuss the following aspects:

- Outline the advantages of franchising.
- Explain FIVE reasons of purchasing an existing business.
- Discuss the advantages of leasing.
- Advise the business on the contractual implications of leasing. (40)

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SECTION

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. In... various alternatives are considered before deciding on the best one
 - A. creative thinking.
 - B. decision making
 - C. change.
 - D. problem solving.
 - 1.1.2. A/an ... is one of the problem solving steps.
 - A. solve problem.
 - B. compete
 - C. define the problem.
 - D. solution
 - 1.1.3. The application of force-field analysis technique is...
 - A. Identify priorities and develop an action plan.
 - B. State possible causes of the business problem.
 - C. The business must divide employees into small group.
 - D. Replace part of a problem with something new.

 $(3 \times 2) (6$

1.2. Choose a description from Column B that matches a term in Column A. writeonly the letters (A-Dnext to the question numbers (1.2.1. to 1.2.2.) in the ANSWER BOOK, e.g. 1.2.3. A.

Column A	Column B
1.2.1. Delphhi.	A. business may use a group of expert without bringing them together
1.2.2. Creative thinking.	B. a process of finding the correct strategy to respond to a problem.
	C the process of putting facts together in a new and original ways.
	D. enables business to strengthen the
	driving force and weaken the restraining
	forces

 $(2\times2)(4)$

SECTION B ACTIVITY 2

2.1. Distinguish between conventional and non-conventional solutions

(8)

2.2. Elaborate on the meaning of creative thinking

(4)

2.3. Discuss the advantages of working with others to solve problems.

- (6)
- 2.4. Identify the problem solving techniques applied by Zane in each statement below.
 - 2.4.1. Zane invite a panel of expert to research the complaints from customers.
 - 2.4.2 .Zane describe the current situation /problem and the desired situation.

 $(2\times2)(4)$

2.5 Read the scenario below and answer the guestions that follow

Phili Manufactures (PM)

Phili Manufactures want to solve problems face by the business based on quality. PM management described the current situation and the desired situation. The business uses a series of questionaires to obtain feedback. They listed all the pros and cons to solves business problems.

2.5.1. Quote TWO ways in which Phili Manufactures apply the force- field analysis from the scenario (2)

2.5.2.Discuss other way in which business can apply the Force-field analysis in the work place (6)

2.5.3 Advise the business on the impact of the Delphi Technique. (6)

Section C Activity 3

Employees need to be creative to be able to come up with new innovative ideas. Businesses will benefit from using creative thinking in the workplace, by applying a number of problem solving techniques. The business must ensure that working environment stimulates creative thinking.

Write an essay on creative thinking and problem solving, in which you address to follow aspect:

- Outline the differences between routine and creative thinking.
- Explain the benefits of creative thinking in the workplace.
- Discuss the application of Delphi technique in problem solving.
- Advise business on the way in which business can create an environment that stimulate creative thinking.

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Downloaded from Stanmorephysics.com 9.STRESS, CRISIS AND CHANGE MANAGEMENT

SECTION A

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, for example 1.1.6 D.
- 1.1.1. A/An example of crises in a business environment.
 - A. Long working hours
 - B. a sudden increase in the production costs.
 - C. keeping up to date with the latest developments.
 - D. follow a balanced diet
- 1.1.2. This is a recommended method to manage stress in a workplace.
 - A. Confrontations and conflicts.
 - B. Unforeseen events
 - C. Miss work a bit
 - D. Accept things you cannot change and focus on things you can change.
- 1.1.3. It incorporates new ways of getting things done.
 - A. Stress
 - B. Crises
 - C. Change
 - D. Adaptability

(3X2)=6

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 (1.3.1 to 1.3.3) in the ANSWER BOOK, e.g. 1.3.4 G

COLUMN A		COLUMN B		
1.2.1	Stress	A.	time pressures and deadlines.	
1.2.2.	Change management	B.	new policies and procedures.	
1.2.3.	Internal causes of change	C.	the process businesses use to deal with emergency.	
		D.	the process that a business uses to deal with transformation within the business.	
		E.	change in government policies and international relations.	
		F.	the wear and tear, our bodies	
			experience as we adjust to	
			changing environments.	

(3X2)=6

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ACTIVITY 2

Read the scenario below and answer questions that follow.

TRUCKERS LOGISTICS(TL)

Ben is a driver at Truckers Logistics. He is often overwhelmed at his workplace and cannot balance his personal and work life due to the amount of travel required by work, heavy workload and work demands intruding on family and personal life. Ben was involved in a major accident on a busy highway due to braking system malfunction.

- 2.1.1 . Quote THREE cause of stress faced by TL employee in the scenario above. (3)
 2.1.2. Outline other causes of stress (6)
 2.1.3. Suggest ways in which employees can manage stress in the workplace (6)
 2.2.1. Identify the crises which Ben was faced with. Motivate your answer by quoting from the scenario (3)
- 2.2.2. Recommend ways in which the business can deal with crises in the workplace. (6)
- 2.3 Read the scenario below and answer questions that follow.

SANTA GIFTS(SG)

SANTA GIFTS is a gift shop in the south coast. SG is experiencing a decline in sales due and increase in new businesses in the area. SG employed people from marginalised backgrounds. SG has decided to lay off some employees to cut costs. Three employees have lost their jobs due to the changes the business is experiencing. SG is losing customers to Helium co. from Australia.

2.3.1. Identify major changes that SG is dealing with. Motivate your answer by quoting from the snario. (12)

Use the table below as a guide to answer 2.3.1.

MAJOR CHANGES	MOTIVATION

2.4 Suggest strategies that can use to deal with affirmative action and globalisation. (8)

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It is important to make sure that stressful conditions are managed in the workplace. Crises if not urgently attended to can have devastating consequences in the business. Businesses are operating in a dynamic environment that requires businesses to be flexible in dealing with these changes.

Write an essay on stress, crises and change management in which you address to follow aspect:

- Outline the importance of stress management in the workplace.
- Define the term crises in the workplace.
- Discuss the following major changes that businesses can deal with:
 - Unemployment
 - Retrenchment
- Recommend ways in which businesses can manage change in the workplace.

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19 MARKETING FUNCTION Stanmorephysics.com

SECTION A

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 D.
- 1.1.1 Packaging for ...needs to be cheap, because once the product is consumed the packaging is thrown away.
 - A. Packaging for resale
 - B. Packaging for double use
 - C. Packaging for immediate use
 - D. Speciality packaging
- 1.1.2 The ... are usually set lower than the item cost price to attract customers.
 - A. Mark-up pricing
 - B. Promotional pricing
 - C. Bait pricing
 - D. Customer based pricing
- 1.1.3 Newspaper and magazines can be classified as an example of ...
 - A. broadcast media
 - B. printed media
 - C. direct media
 - D. web-based media
- 1.1.4 The ... is a component of the marketing mix.
 - A. Price
 - B. Distribution
 - C. Foreign media
 - D. Communication
- 1.1.5 Certain countries enter into ... to promote trade between countries.
 - A. Tariffs
 - B. Trade agreement
 - C. Export subsidies
 - D. Protectionism

5x2=(10)

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

Unsought good, transport, promotional pricing, speciality, trademark, storage, penetration pricing

- 1.2.1 Refers to the ... of goods after it has been produced,
- 1.2.2 A/An... is the name/logo used by a manufacturer/business to differentiate its product.
- 1.2.3 The ...is a sales strategy used by businesses to temporarily reduce prices to attract customers.

3x2=(6)

1-3 Choose a description from Column B that matches a term in column A. Write only the letter (A -D) next to the question number (1.3.1-1.3.5) in the ANSWER BOOK, e.g. 1.3.6 G

COLUMN A		COLUMN B
1.3.1 Shopping goods	A.	These goods usually have a specific brand name
1.3.2 Combination packing	B.	this is the shortest channel as producer sells directly
1.3.3 Mark-up pricing		to the consumer
1.3.4 Producer to consumer	C.	it involves setting the price of a product based
1.3.5 Monopoly		directly on its cost
	D.	these goods are not expensive than convenience goods
	E.	there are many buyers and sellers in the market
	F.	some details of the packing change to advertise an important sporting event/competition
	G.	the producer sells goods to the consumer using the retailer
	H.	it is calculated as a percentage
	I.	only one seller controls the price and the products
	J.	various complementary products are packaged
		together because such products are usually
		purchased together

5x2=(10)

SECTION B

ACTIVITY 2

2.1 Define the meaning of intermediaries. (4)

2.3 Identify the marketing activity implemented by ZINI manufactures in EACH statement below

- 2.3.1 Use trailer trucks to deliver their products to other provinces.
- 2.3.2 They have made a loan application with Tax Bank so that they can have sufficient working capital.
- 2.3.3 Is aware of the possibility of their products being stolen which may result in financial losses.
- 2.3.4 They have the capacity keep their products in the warehouse until the final consumer need the goods. (4x2) (8)
- 2.4 Distinguish between standardization and grading.

(4)

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

LAVELLE JEWELLERS (LJ)

Lavelle jeweller sells quality wedding rings and watches. There is a high demand for a new jewellery brand that is not manufactured in South Africa. LJ wants to import the new brand from the USA.

2.5.1 Identity the type of consumer goods applicable to the scenario above. Motivate your answer by quoting from the scenario. (3)

2.6 Read the scenario below and answer the question that follow

SHAHIDA FARMS (SF)

Shahida farms is the largest producer of wheat in the country. SF makes use of wholesalers and retailer to sell their products to their customers. There has been a complaint that their product does not reach their customers on time. SF decided to sell directly to their customers.

2.6.1 Identity TWO channels of distribution used by SF. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 2.6.1

CHANNELS OF DISTRIBUTION	MOTIVATION
1.	
2.	

2.6.2 Explain any other TWO channels of distribution they can use to distribute their product to consumer (6)

SECTION C

ACTIVITY 3

Businesses realise the importance of continuous product development in ensuring that they remain sustainable and profitable. Some businesses try to make their products meet the requirements of good packaging. Others strive to create a unique name and logo for their businesses and products.

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

- Outline the importance of product development.
- Explain the purpose of packaging.
- Discuss the importance of a trademark to businesses.
- Advise businesses on the requirements of a good packaging.

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11. 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6.D
- 1.1.1 Tests and certifies products and services against the standard
 - A. TMS
 - B .ISO
 - C. SABS
 - D. OHSA
- 1.1.2 They meet regularly to discuss how quality, efficiency, and productivity could be improved
 - A. quality circle
 - B. corrective action
 - C. quality control
 - D. total quality management
- 1.1.3 Secting goals for the production department, and developing the policies and programmes to achieve these goals.
 - A. production control
 - B. safety policy
 - C. safe working environment
 - D. production planning
- 1.1.4 Involving planning who will be responsible for each activity identified during the routine process
 - A. follow-up
 - B. aspect
 - C. dispatching
 - D. inspection
- 1.2 Complete the following statements by filling the word(s) in the list below.

Write only the (words) next to the question number (1.2.1-1.2.5) in the ANSWER BOOK:

loading; ...production planning;... dispatching, ...safe working environment; inspection;... production control;... safe policy;... quality control;...follow up

- 1.2.1 The ... is setting of goals for production department and developing the policies and programmes to achieve these goals.
- 1.2.2 Involves checking ...the quality of the process and final production.
- 1.2.3

 uring the... business makes sure the production systems are running according to plan.
- 1.2.4 B usiness draw up their ... and enforce necessary control measures. (4x2)(8)

Ghoose a description from COLUMN B that matches a term in COLUMN A.

Write only the letter (A–J) next to the question numbers (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 K.

COLUMN A	COLUMN B		
1.3.1 Planning	A. involves checking the quality of the process and the final product.		
1.3.2 Scheduling	B. corrective action must involve any adjustments to the planning process		
1.3.3 Loading	C. involves the timing of the production process.		
1.3.4 Routing	D. the business makes sure the scheduling and production systems are running according to plan.		
1.3.5 Follow-up	E. involves the planning of the sequence in which the operation will take place.		
	F. involve any adjustments to the planning process.		
	G. this process will include the layout of the factory to suit the production system.		
	H. outlines the roles and responsibilities of employers, employees,		
	I. it involves planning who will be responsible for each activity identified during the routing process.		
	maintain a safe working environment without risking the health of the workers.		

(5x2)(10)

SECTION B ACTIVITY 2

2.1 Mention any THREE aspects that must be considered during production planning

(3)

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

MATO FACTORIES [MT]

The production manager of Mato Factories ensure that every machine and worker is used to their full capacity and not left with nothing to do. This involves planning who will be responsible for each activity identified during the routing process. MT also ensure that it has the correct amount of supplies and stock at a given time.

- 2.2.1 Quote TWO advantages of production planning in the scenario above. (3)
- 2.2.2Discuss any other TWO advantages of production planning. (4)
- 2.3 Read the scenario below and answer the questions that follow.

NANO MANUFACTURERS [NM]

Nano Manufacturers' recently had multiple injuries of employees while they are on duty. Safety Inspector reported that NM has no a safety policy visible, warning signs and first aid kits. The employees had no precautionary measures when handling machinery.

- 2.3.1 Name THREE requirements for a safe environment that are applicable to Nano Manufacturers in the scenario above.
- 2.2.3 Explain the reasons why Nano Manufacturers must manage safety in the workplace.

(6)

(3)

2.4	Piscuss precautionary measures that businesses should take when handling machinery. Read the scenario below and answer the questions that follows.	(6)
2.5	Read the scenario below and answer the questions that follows.	

LASO MOTOR MANUFACTURERS[LMM]

Laso Motor Manufacturers implemented an integrated system that is applied throughout the organisation. The production manager verify that final products are inspected to ensure that required standards are met. LMM employees who work in different departments meet regularly to discuss how quality, efficiency and productivity could be improved.

2.5.1 Identify TWO quality concepts applicable to the scenario above. Motivate your answer by quoting from the scenario. (6)

Use the table below as a guide to answer QUESTION 2.5.1

QUALITY CONCEPT	MOTIVATION
1.	
2.	

(6)

2.6 Mention TWO quality control bodies that develop and publish standards for products and services.(2)

SECTION C ACTIVITY 3

Production control establish smooth starting and finishing of tasks during the production process Essential factors must be considered to ensure effective and efficient production process. Businesses are expected to understand the purpose of Occupational Health and Safety Act and ensure they are fully aware of the ways to comply with OHSA.

Write an essay on production control and safety management in which you include the following aspects:

- Elaborate on the meaning of production control.
- Explain the purpose of the Occupational Health and Safety Act.
- Discuss aspects that must be considered during production control.
- Suggest ways in which businesses can comply with the Occupational Health and Safety Act.

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13 ETHICS AND PROFESSION SLISM more physics. com

SECTION A

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, for example 1.1.6 D.
- 1.1.1. Rules, laws and policies that applies to a certain profession or career.
 - A. ethics
 - B. professionalism
 - C. integrity
 - D. values
- 1.1.2. Operating in a way that creates openness between managers and all other business stakeholders.
 - A. transparency
 - B. effective business practice
 - C. responsibility
 - D. governance
- 1.1.3. The state of keeping a secret or not disclosing important business or client information.
 - A. unethical behaviour
 - B. unprofessional behaviour
 - C. confidentiality

D. principles (3x2)(6)

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 (1.1.1 - 1.1.3) in the ANSWER BOOK.

COLUMN A		COLUMN D		
COLUMN A		COLUMN B		
1.2.1	Bad decisions	A.	behaviour that is general and morally acceptable.	
1.2.2	Ethical behaviour	B.	creating a culture where employees consider all role players.	
1.2.3	Governance	C.	damaging the environment for the benefit of the business.	
1.2.4	Values	D.	operating in a way that does not hide any information.	
1.2.5	Impartial	E.	the effect, result or outcome of decisions taken.	
		F.	behaviour that is governed by certain rules and code of conduct in the workplace.	
		G.	the rules and processes by which a company is operated and controlled.	
		H.	equal treatment of all rivals and fairness without being biased.	
		I.	the quality of being honest and having strong moral principles.	
		J.	What businesses and people perceive as important due to what they believe in.	

Cown Gaded from Stanmorephysics.com 2.1. Read the scenario below and answer questions that follow:

REVO TECHNOLOGIES (RT)

Revo Technologies is a global company offering IT support to businesses across the world. RT recognises that ethics and values vary from country to country and from area to area. They ensure to abide by the rules and regulations of each country they are operating I n.

- 2.1.1. Identify the theory that RT applies from the scenario above and motivate your answer. (3)
- Define the following terms 2.2.
 - 2.2.1. Ethical behaviour (2)
 - 2.2.2. Professional behaviour (2)
- 2.3. Differentiate between ethics and professionalism. (8)

Use the table below as a guide:

ETHICS	PROFESSIONALISM	

- 2.4 Explain the principles of professionalism. (6)
- 2.5. Discuss different perspective on ethics. (6)
- 2.6 Recommend ways in which professional, ethical, responsible and effective business practice should be conducted. (8)

SECTION C ACTIVITY 3

Certain principles must be followed by businesses in order to uphold ethics. In order to make proper decisions a distinction between good and bad decisions must be understood. Understanding that every decision made has its own consequences helps managers to apply the right approach. E2very business needs to have its own code of ethics to maintain a high level of ethical and professional behaviour.

- Outline the principles of ethics.
- Differentiate between good and bad decisions.
- Explain how the following theories can be applied in the workplace.
 - Consequential theory
 - The right approach
- Suggest how businesses can implement a code of ethics.

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BENTREPRENEURIAL QUALITIES nmore physics.com

ACTIVITY 1

- 1.1.1 An individual who organises, owns, manages and take the risk of starting a business.
 - A. leader.
 - B. entrepreneur.
 - C. manager.
 - D. general management.
- 1.1.2. Entrepreneur do not give up despite challenges and problems.
 - A. Business skills.
 - B. perseverance
 - C. sustanaibilty
 - D. profitability.
- 1.1.3. The number of customers in the database that buy product or service.
 - 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.

 $(4 \times 2) (8)$

1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-F) next to the question number (2.1.2 to 2.1.3)

COLUMN A		COLUMN B	COLUMN B	
1.2.1	Sustainable	A. Most entrepreneurs risk financial security when they start a		
1.2.2	Taking calculated risk	business venture B. This can only happen when they menture the need of customer consistently an supply excellent service.	busi B. This the r	
1.2.3	Strong customer base	C. The business must be able to continue without doing damage to the environment and community.	C. The cont	ıe
		D. Constantly recruiting and training new staff to replace staff who left is expensive	staff	W
		E. This allows entrepreneurs to think beyond the traditional solution	_	
		F. Entrepreneurs like to prove themselves as being innovative. hardworking, and responsible for creating their own income	then hard	

Downloaded from Stanmorephysics.com **SECTION B**

ACTIVITY 2

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

Tumiso Robertson (TR)

Tummi is the owner of Tumiso Robertson. She is a successful entrepreneur who did not give up despite challenges and she is not afraid to take responsibility for her decision. MT 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 Tummi. 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)

ACTIVITY 3

SECTION C

The manager of TWT has some qualities of entrepreneur. The manager make sure that employees must know the strategies that can make business profitable and consider all the areas of improvement by identifying the key success factors of the business.

Write an essay on entrepreneurship taking the following aspect into consideration:

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

(40)

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14 JRANSFORMING A BUSINESS BLAN INTO AN ACTION PLAN

SECTION A

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 main purpose of an action plan is to ...
 - A. increase profits
 - B. organise tasks and resources to achieve goals
 - C. manage customer relationships
 - D. advertise the business
- 1.1.2 The key feature of a Gantt chart is ...
 - A shows financial reports
 - B tracks individual performance
 - C. shows task duration and sequence visually
 - D identifies business threats
- 1.1.3 The Work Breakdown Structure (WBS) helps businesses by ...
 - A. breaking the project into manageable tasks
 - B. tracking employee attendance
 - C. estimating financial costs
 - D. creating marketing campaigns
- 1.1.4 The following is NOT a step in drawing up an action plan ...
 - A. prioritising activities
 - B. Identifying potential problems
 - C. Setting unrealistic goals
 - D. Reviewing progress regularly



(4x2)(8)

120Wr Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question numbers (1.1.1 to 1.1.2) in the ANSWER BOOK.

deadline; priorities; action plan; milestone; corrective action; duration; gantt chart; business plan; planning; goals.

- 1.2.1. An ... helps in the monitoring, a of project progress.
- 1.2.2. A... helps identify the order and timing of tasks.
- 1.2.3. The ... of a task refers to the time it takes to complete it.
- 1.2.4 A/An ... is a deliberate action to fix something.
- 1.2.5. A/An action plan helps set ... based on importance.

 $(5 \times 2) (10)$

1.3 Choose a description from Column B that matches a term in Column A. Write only the alphabet (A-J) next to the question number in your answer book (1.3.1 -1.3.5). Example 1.3.6 A.

	COLUMN A		COLUMN B	
1.3.1	Workbreak-down structure	A	organise the business plan into different task and levels.	
1.3.2	Gantt-chart	В	document stating what must be done when and by who.	
1.3.3	Planning tools	С	a planning tool that indicates date, duration and sequence.	
		D	document stating what must be done and who will do it and by when.	
		E	a planning tool that indicate date and sequence.	
		F	an entrepreneur is able to transform their business plan into an action plan	

(5x2)(10)

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ACTIVITY 2

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

JADEN CONSTRUCTIONS (JC)

Jaden won a building construction tender. He also prioritised activities according to their importance. Jaden realised that an action plan will enable him to think logically and identify gaps in the plan. Jaden also helps employees to focus on the activities.

- 2.1.1. Quote TWO importance's of an action plan from the scenario above. (2)
- 2.1.2 Explain any other importance of an action plan. (6)
- 2.2 Advise businesses on the importance of timelines (6)

SECTION C

ACTIVITY 5- ESSAY (TRANSFORMING A BUSINESS PLAN)

Businesses conduct various projects that require proper planning and coordination of activities. Businesses need to be well conversant with the project planning steps and the importance of timelines. They must also know how to construct a Gantt chart as planning tool.

Write an essay in which you include the following aspects:

- Elaborate on the meaning of project planning
- Explain the project planning steps
- Discuss the importance of timelines
- Advise businesses on how to construct a Gantt charts

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15. SETTING UP/STARTING A BUSINESS PLAN

SECTION A

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 D.
- 1.1.1 A/An ... is when the bank lends the business money...
 - A. trade credit
 - B. grants
 - C. bank overdraft
 - D. bank loan
- 1.1.2 A/Anis a factor that should not be considered before start-up.
 - A. Customer services
 - B. Market research
 - C. Environmental changes
 - D. Culture of the organisation
- 1.1.3 A/An ...is given by the bank to businesses with current account to withdraw more money than what is available in the bank account.
 - A. Trade credit
 - B. Grants
 - C. Bank overdraft
 - D. Bank loan

(3x2)(6)

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

Cost of finance, venture capital, angel funding, equity capital, trade credit, tax considerations

- 1.2.1 The amount of money invested in the business by the owner is known as...
- 1.2.2 Tyler trader will consider the ... of the loan by calculating the interest that they would have to pay.
- 1.2.3 Supplier give business...When they allow them to pay for material at a later stage.

(6)

1-3 Choose a description from Column B that matches a term in column A. Write only the letter (A -D) next to the question number (1.3.1-1.3.5) in the ANSWER BOOK, e.g. 1.3.6 G

COLUMN A	COLUMN B		
1.3.1 Strategy	A.	A. a debt instrument issued for a period of more that one	
1.3.2 Interest		year with the purpose of raising capital	
1.3.3 Mortgaged bond	B.	Money given by government for a specific purpose	
	С	business that offer small loans to people at high interest rates without collateral	
	D	plan of action that must be carried out by an entrepreneur	
	E.	Money paid as a percentage for the use of borrowed money	
	F	action plan identifies the operational plan, timelines and key deliverable	

(3x2)(6)

SECTION B

ACTIVITY 2

2.1 Mention any THREE aspects that must be considered when initiating a business. (3)

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

JACKY ENTERPRISE (JE)

Jacky needed extra capital to start up his business. He drew more than what he deposited in his business bank account. He approached the owners of Soso Trading to finance his business in exchange for a share. Jacky rented machinery and other equipment from George suppliers.

2.2.1 Identify THREE sourcing of funding used by Jacky. Motivate your answer by quoting from the scenario above. (9)

Use the table below as a GUIDE to answer QUESTION 2.2.1

SOURCES OF FUNDING	MOTIVATION
	THOU

- 2.2.2 Discuss any other **TWO** sources of funding that can be considered by Jacky. (6)
- 2.2.3 Explain the factors that influence the choice of funding. (6)

2-30 Read the scenario below and answer the questions that follow

TONNY PANCAKES (TP)

Tonny Pancakes is a newly established business that specialises in selling cakes. Tonny as an owner, conducted research to identity his market.. He also changed some of his original business plans, due to new technology. He devised a suitable strategy to manage a large group of employees

2.3.1 Identity TWO factors Tonny should consider when starting up his business. Motivate your answer by quoting from the scenario.

Use the table below as a Guide to answer QUESTION 2.3.1

FACTORS	MOTIVATION
1.	
2.	

(6)

2.3.2 Discuss TWO other factors that Tonny should consider when starting up a business.

(6)

SECTION C ACTIVITY 3

Businesses should be aware of the different sources of funding available to them. They must also consider the factors that influence their choice of funding. Entrepreneurs must consider certain factors before starting a business. There are various reasons why business need funding.

Write an essay on starting a business venture based on an action plan which you include the following

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

(40)

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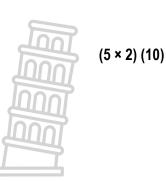
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16 PRESENTATION OF BUSINESS INFORMATION / SICS. COM

SECTION A

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).
- 1.1.1 A/An ... presentation refers to the use of speech by the presenter to convey a message to stakeholders.
 - A. dormant
 - B. vibrant
 - C. verbal
 - D. non-verbal
- 1.1.2 Thandi used a ... graph to show how fashion trends have changed over the past five years.
 - A. line
 - B. bar
 - C. analytical
 - D. informational
- 1.1.3 Donovan used ... to complement his presentation with summarised notes.
 - A. posters
 - B. flow charts
 - C. pie charts
 - D. handouts
- 1.1.4 Presentation of business information allows management to know more about competitive ... strategies.
 - A. production
 - B. marketing
 - C. analytical
 - D. supportive
- 1.1.5 One of the factors that Gail should consider when composing a flyer is...
 - A. proofread the flyer before printing it
 - B. consider whether the recommendations were in line with the findings
 - C. refain from becoming involved in debates.
 - D. it serves as a first hand account of the research process.



120wr Ghoose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question numbers (2.1.1 to 2.1.5) in the ANSWER BOOK, for example 2.1.6K.

COLUMN A	COLUMN B		
1.2.1 Non-verbal presentation	Α	a formal written document containing the	
		goals of the business	
1.2.2 Bar graph	В	a plastic sheet that the presenter can use	
0001		to write information on	
1.2.3 Flyer	С	refers to the use of written words to	
MONT		convey a message to stakeholders	
1.2.4 Transparency	D	a diagram showing how two or more sets	
		of data are related	
1.2.5 Business reports	E	refers to the use of speech by the	
		presenter to convey a message to	
	_	stakeholders	
	F	a thin sheet of paper on which	
		businesses advertise their products or services	
	G	a diagram showing how two or more	
		sets of numbers or measurements are related	
	Н	printed information provided to the	
		audience to accompany a presentation	
	1	a formal written report issued to	
		business stakeholders consisting of a	
		detailed overview of the status of the	
		organisation	
	J	a large sheet of paper promoting	
		certain products or events that can be	
		displayed in public street poles	

 $(5 \times 2) (10)$

1.3 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

Line graph; flip chart; informative reports ; bar graph ; feedback; poster

- 1.3.1 Lindeque enterprises used a series of vertical rectangles, known as ... to display a set of sales figures.
- 1.3.2 Information about the reactions to the performance of the task.
- 1.3.3 Presenters use a big and bold font when preparing a ...

 $(3 \times 2)(6)$

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- 2.1 Identify the visual aids which is applicable to the following statements below:
 - 2.1.1 Copies of a presentation where the content of multiple slides is displayed on a single/multiple pages.
 - 2.1.2 It is used to illustrate processes or relationships.
 - 2.1.3 Information is projected onto a screen.
 - 2.1.4 It is used to visualise a whole unit and the proportions of its components. (8)
- 2.2 Read the scenario below and answer the questions that follow.

SIBISI TRADERS

Sibisi Traders uses flyers to advertise their products to the public. Thami the owner decide on the main theme of the flyer. Flyers are easy and cheap to make. He used colour and large font for the most important information.

- 2.2.1 Quote TWO factors that Tami must consider when composing a flyer in the above scenario. (2)
- 2.2.2 Discuss other factors that Thami should consider when composing a flyer. (8)
- 2.3 Recommend areas of imporovement for a business report . (8)

SECTION C ACTIVITY 3

A well-planned presentation with current and reliable information is vital to stakeholders. The success of a presentation depends on the preparation of the presentation. Business reports must be put in writing and presenters must be able to handle feedback in a non-aggressive and professional manner

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

- Outline the importance of presenting business information.
- Discuss the factors that the presenter must consider when preparing a presentation.
- Explain the steps in report writing.
- Advise business on how to handle feedback after a presentation in a non-aggressive and professional manner.
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TO JEAN PERFORMANCE AND CONFLICT MANAGEMENT COM

SECTION A

ACTIVITY 1

- 1.1 Choose the correct answer from the alternatives given. Write the question number and your chosen alphabet only. Eg 1.1.5 E
- 1.1.1 Collaboration means that the 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 A group of people organised to work together is called a...
 - A teamwork
 - B team
 - C team performance
 - D team dynamics

(2x2)(4)

1.2 Complete the following statements by using word(s)from the list given below. Write only the words next to the question number. (1.2.1-1.2.3).

workplace form;... conflict; conflict management; trade unions,... adjourning, ...storming

- 1.2.1 A group of employees of a business that employees more than 100 people.
- 1.2.2 It is the art of creatively resolving situations through collaboration and effective management skills.
- 1.2.3 The...is when all tasks need to be completed before the team finally dissolves.

(3X2)(6)

1.3 Choose a description from Column B that matches a term in Column A. Write only the letter (A-F) next to the question numbers. (1.1.1 -1.1.5)

	COLUMN A		COLUMN B
1.2.1	Consensus	Α	A concern or problem at work, for
			example discrimination or workload
1.2.2	Grievance	В	Forces that influence how a team
			behaves, performs or responds.
1.2.3	Teamwork	С	A plan business put into place to prevent
			or resolve conflict.
		D	The difference or disagreements or
			disharmony or clash between persons.
		Е	The process used by a group to agree by
			discussing the facts and making the best
			decision for the group.
		F	The joint action by a group of people in
			which each person strives to work
			towards a common goal.

(3x2)(6)

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ACTIVITY 2

- 2.1 Elaborate on the meaning of teamwork. (4)
- 2.2 Outline the importance of team work. (6)
- 2.3 Read the scenario below and answer the questions that follow.

DIGITAL DOC (DD)

Digital Doc is a group of computer science graduates who want to undertake a research project. They were comfortable with each other during their first meeting Ava, the team leader ensured that all tasks are completed before the team finally dissolves.

2.3.1 Identify TWO stages of team development that were experienced by DD. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 1.3.1

STAGES OF TEAM DEVELOPMENT	MOTIVATION
1.	
2.	

- 2.3.2 Explain the other meaning of EACH stage of team development identified in QUESTION 1.3.1. (6)
- 2.3.3 Discuss THREE other stages of team development.

(6) (6)

- 2.4 Elaborate on the meaning of conflict and conflict management.
- 2.5 Identify the causes of conflict applicable to Khulu Ltd. in EACH statement below:
 - 2.5.1 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 State other causes of conflict in the workplace.

(6)

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

NOMPILO MANUFACTURERS (NM)

Nompilo Manufactures hire more than one hundred workers to produce winter blankets and sheets. The management of NM allowed their employees to establish the workplace forum. NM encourages their workers to participate in decision making. The workplace forum improves efficiency and productivity through their input.

- 2.7.1 Quote TWO functions of the workplace forums from the scenario above.
- 2.7.2 Discuss other functions of the workplace forums.

(2) (6)

2.7.3 Advise the management of NM on ways in which a workplace forum differs from a trade union. (6)

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Activity 3



Businesses encourage employees to work in teams, which may lead to conflict sometimes. For this reason, it is important for businesses to familiarise themselves with the stages of team development. They should also be able to identify the causes of conflict in the workplace and make use of the workplace forums to resolve conflict in the workplace.

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

- Outline on the meaning of conflict and conflict management in the workplace
- Describe any FOUR stages of team development.
- Discuss the causes of conflict in the workplace
- Advise businesses on the functions of workplace forums.

(40)

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18 INTRODUCTION TO HUMAN-RESOURCE FUNCTIONS. COM

SECTION A

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 Lindo refrigerator used ...as a suitable source to conduct internal recruitment.
 - A newspaper
 - B national Radio
 - C business notice board
 - D recruitment agencies
- 1.1.2 Job description is a component of job analysis that describe the...
 - A key performance areas for a specific job
 - B introduction a new employee to key people and colleagues in a new workplace
 - C key requirements of the person who will fill in the vacancy
 - D compilation of list of application who meets the most requirements of the vacancy post
- 1.1.3 During...Boys trader's checks application documents against the requirements of the job
 - A screening
 - B placement
 - C induction
 - D recruitment
- 1.1.4 A/An...is a tool used by the human resource function to obtain and analyze information about the business workforce so that they can place the right person in the right job
 - A job description
 - B job specification
 - C job analysis
 - D job Needs
- 1.1.5 The purpose of an interview includes ...
 - A matching information provided by the applicant to the job requirement
 - B inviting shortlisted candidates for interviews
 - C allow new employee the opportunity to ask question that will put them a ease.
 - D increasing quality of performance

(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 (1.2.1–1.2.3) in the ANSWER BOOK.

placement; pension fund; external; selection; job description; induction; internal; job specification; unemployment insurance fund; recruitment

- 1.2.1 The HR manager of Mabhodla Gas supplies used the ... recruitment method to provide opportunities for career paths within the business.
- 1.2.2 The ... matches a new employee's skill and abilities with the requirements of a job.
- 1.2.3 The process used by a business to identify vacancies in the business and attract suitable candidates for it, is known as...
- 1.2.4 The ...describes key performance areas/task for a specific job.
- 1.2.5 The... is the benefit that is required by law

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1.3 Choose an explanation from COLUMN B which will best match the term in COLUMN A. Write down only the correct letter next to the corresponding question number (1.3.1 to 1.3.5)

COLUMN A	COLUN	IN B		
1.3.1 Dismissal	Α	employees is terminated for valid		
1.3.2 Employment of contract		reason eg misconduct		
1.3.3 Interviewee	В	is an agreement between the		
1.3.4 Recruitment		employer and employee and its		
1.3.5 Piecemeal		legally binding		
	С	reducing number of employees due		
		to operation reasons		
	D	workers are paid according to the		
		number of hours		
	E	refers to the representation of an		
		employer conducting the interview		
	F	is the process used by business to		
		identify vacancies in the business		
	_	and attract suitable candidates		
	G	workers are paid according to the		
		number of items produced		
	Н	is the process of introducing new		
		employees to the business and its		
		related aspects		
	I	refer to the job applicant who made		
		himself available for the interview		
		after being shortlisted		
	J	is mutual agreement between the		
		employer and employee.		

(5x2) (10)

[30]

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ACTIVITY 2

2.1 Elaborate on the meaning recruitment. (2)

22

SKHUKHU MANUFACTURE (SM

Skhukhu Manufacture is a newly established business that is looking for skilled and knowledgeable people to join the business. Mkhaya,the owner of the business prepared the job description and job specification. He also prepared an advertisement that contains relevant information.

Read the scenario below and answer the question below

- 2.2.1 Quote TWO recruitment procedure from the scenario (2)
- 2.2.2 Explain other aspects that should be included in the recruitment procedure (6)

2.3.

MAPONYANA COMPUTERS (CC)

Maps computer specailise in the manufacturing of computers. MC advertised a vacancy for a project manager on their business noticeboard

Read the scenario below and answer the question that follow.

- 2.3.1 Identify the method of recruitment used by MC.motivate your answer by quotation form the scenario (3)
- 2.3.2 Explain the advantages of the method of recruitment identified in QUESTION 2.3.1 for a business(6)
- 2.4 Identity the human resource activity performed in each statement below:
 - 2.4.1 A specific job is assigned to the selected candidate.
 - 2.4.2 New employees must be aware conversant with the business safety regulations and rules. (4)
- 2.5 Read the scenario below and answer the question that follows:

TOBI TRADERS

Zandi and Samu are working at Tobi Traders. Zandi is paid according to the number of items produced. While Samu is paid for the time she spends on a task.

2.5.1 Identity TWO salary determination methods represented by Zandi and Samu from the scenario above. Motive your answer by quoting from the scenario above. (3)

Use the table below as a GUIDE to answer QUESTION 2.5.1

SALARY	MOTIVATION
DERTEMINATION	
1	
2	

2.6 Define the meaning of induction

(2)

Four Read the scenario below and answer question below. com

MZOZO TRADING(MT)

Mzozo trading is a business who supply stones. He conducted a selection process. with the post that was advertised. He invited the shortlisted candidate for an interview. Reduce the chances of losing employee's, as future career prospects. Conducted interview with shortlisted candidates.

- 2.7.1 Quote the steps to the selection procedure applied by MT from the scenario above. (2)
- 2.7.2 Discuss other steps to the selection procedure that should be used by MT. (6)
- 2.8 Explain the purpose of induction. (4)
- 2.9 Name THREE employee benefits (3)
- 2.10 Outline the role of the interviewer before the interview (6)
- 2.11 Discuss the reasons for termination of an employment contract (6)

SECTION C

ACTIVITY 3

Human resource manager is responsible for complying the job description and job specification. Suitable candidates can be recruited internal using various recruitment sources. The interviewees should be familiar with their role during the interview. Business must ensure that the employment contract compiles with the legal requirements of employment

Write an essay on the human resource function which you include the following

- Outline the differences between job description and job specification
- Discuss the impact of internal recruitment on a business
- Explain the role of the interviewer during the interview
- Advise businesses on the legal requirements of the employment contract
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