



education

Department:  
Education  
**PROVINCE OF KWAZULU-NATAL**

**ILEMBE DISTRICT**

**BUSINESS STUDIES**

**TERM TWO :2024**

**PRESENTATION**

**GRADE 12**

Duration: Part A (1 Hour)

**Total marks: 50**

**Administration date: 20 May 2024**

### **INSTRUCTIONS TO LEARNERS**

Learners must follow the instructions stated below, in order to adhere to the regulatory requirements of the Department of Basic Education (DBE). You must complete the assessment task as specified in these instructions.

1. You should do your planning and research for the assessment task at home.
2. You should work on this assessment task over a period of four weeks.
3. Note this assessment task consists of TWO parts. You must complete BOTH parts.

Part A: Written presentation (40)

Part B: Scrapbook / Oral presentation (10)

4. This task must be completed individually. Group work is not allowed.
5. Your teacher will inform you of the date and time when EACH part will be administered. Part A will be administered under controlled circumstances. Part B will be monitored progressively by your teacher who would provide more details to you.

## PART A: WRITTEN PRESENTATION

**Instructions:** Answer all questions.

### Question one: Business Sectors

1.1 Identify the business sector applicable in each statement by choosing a word from the list below. Write only the word next to the question number (1.1.1-1.1.2).

Primary ; private ; secondary ; public ; tertiary ; informal

1.1.1 Wholesalers and hospitality services can be classified under the ... sector. (1)

1.1.2 Fish trawling, animal husbandry are activities of the ... sector. (1)

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

#### LEMA SOLAR DISTRIBUTORS (LSD)

During the recent budget speech, the Minister of Finance announced some measures to improve tax collections. The management of LSD indicated that they would not be able to pay the increased tax due to financial constraints. Many customers have decided to buy cheaper affordable solar products from another solar distributor.

1.2.1 Quote TWO challenges for LSD from the scenario above. (2)

1.2.2 Classify the challenges quoted in QUESTION 1.2.1 into their business environments. (2)

Use the table below as a GUIDE to answer QUESTION 1.2.1 to 1.2.2.

CHALLENGES (1.2.1)	BUSINESS ENVIRONMENT (1.2.2)

**Question two: Quality of performance**

2.1 Differentiate between *quality control* and *quality assurance*. (6)

2.2 Describe the quality indicators for the purchasing function. (6)

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

**BAMBANANI MANUFACTURERS (BM)**

Bambanani Manufacturers specialises in making office furniture. Time and resources are efficiently used. Business image is reduced due to fewer defective products.

2.3.1 Quote ONE advantage of a good quality management system from the scenario above. (2)

2.3.2 Recommend to the directors of BM other advantages of a good quality management system. (4)

[18]

**Question three: Management and Leadership**

3.1 Choose a description from COLUMN B that matches the leadership style

In COLUMN A. Write only the letter (A-D) next to the question number

Example 3.1.3 E

COLUMN A	COLUMN B
3.1.1 Laissez-faire	A rewards leaders who achieve their targets
3.1.2 Transactional	B responsibilities are delegated to employees with detailed instructions
	C employees who achieve their targets are rewarded
	D responsibilities are delegated to employees with little/ no instructions

(2X2) (4)



3.2 Differentiate between management and leadership. (8)

3.3 Suggest examples of situations in which the autocratic leadership style could be applied in the workplace. (4)

[16]

Total: Part A (40)

## PART B: SCRAPBOOK AND ORAL PRESENTATION

### Instructions

- You are required to collect FOUR articles from the print media (e.g. from newspapers, magazines, company brochures/ newsletters/ business profiles etc.) on Investment: Securities-Forms of investment.
- The articles must cover a period from 01 January 2024 to current date.
- Paste the article in a scrapbook, listing the following about the article:
  - The source of each article (e.g. name of the newspaper/ magazine/ company brochure- name of the company).
  - The date/ month/year on which the article appeared.
- The scrapbook must consist of the following:
  - A cover page (surname/ first names/ grade / name of subject/ name of school/ academic year).
  - The pasted articles. Underline key points of the article.
- The scrapbook must be suitably bound and handed over to your teacher for assessment of part B.
- You are required to do a verbal presentation at a date/ time specified by your teacher to your colleagues / learners in your Business Studies class in which you outline details of the researched Investment: Securities in South Africa.
- You are required to prepare an oral presentation taking into account aspects to be considered BEFORE, DURING and AFTER a presentation.
- Write or type the full text of the speech using Aerial 12 point font and 1.5 line spacing. This should be also be inserted in your scrapbook as evidence of the oral part of this task.

- Your presentation must be written in the style of an oral speech.
- Keep the following in mind:
  - Your presentation must have an introduction, main content and a conclusion.
  - Introduce yourself and mention what is the main purpose of the presentation to the audience.
  - The main part of your presentation must include the following:
    - a) Explain any THREE factors that should be considered when making an investment decision.
    - b) Discuss the impact on any ONE form of investment researched.
    - c) Recommend to a potential investor on the form of investment that he/she should invest his/ her inheritance of R10 000. Motivate reasons for your recommendation.
- Maximum time allowed for the oral presentation is FIVE minutes.
- Refer to the rubric that will be used to assess this task and take note of the criteria that your teacher / assessor would be using. This will improve your chances of obtaining a good mark.

**Assessment Tool: Rubric Scrapbook/ Oral presentation**

Range	0	1	2	3	4	5	X 2
Criteria							
Collection of articles/ Factors to consider / Impact / Recommendation.	No articles collected. No investment factors stated/ no impact/ no recommendations	One article collected. Only ONE of the following included: Investment factors/ Impact/ Recommendations.	Two articles collected. Only TWO of the following included: Investment factors/ Impact/ Recommendations	Three articles collected. THREE of the following included: Investment factors/ Impact/ Recommendations	Four articles collected. THREE of the following included: Investment factors/ Impact/ Recommendations	Four articles collected. THREE of the following included: Investment factors/ Impact/ Recommendations/ purpose stated/ Suitable introduction and conclusion	

**Sub-total: (10)**

**Total: 50**



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**MARKING GUIDELINE**

**MARKING GUIDELINE**

**Duration: Part A**

**Notes to markers:**

1. Candidates' responses must be in full sentences. However, this would depend on the nature of the question.
2. A comprehensive marking guideline has been provided but this is by no means exhaustive. Due consideration should be given to an answer that is correct but:
  - Uses a different expression from that which appears in the marking guideline
  - Comes from another credible source
  - Original
  - A different approach is used
3. Take note of other responses provided by candidates, that are relevant within the context of a particular question, and allocate marks accordingly. (In cases where the answer is unclear or indicates some understanding, part-marks should be awarded, for example, one mark instead of the maximum of two marks.
4. Correct numbering of answers to questions or sub questions is recommended. However, if the numbering is incorrect, follow the sequence of the candidate's responses.
5. No additional credit must be given for repetition of facts. Indicate with an 'R'.
6. If for example, FIVE facts are required, mark the candidate's FIRST FIVE responses and ignore the rest of the responses. Indicate by drawing a line across the unmarked portion. This applies only to questions where the number of facts is specified.



**Question one: Business Sectors**

1.1.1. Tertiary Sector ✓ (1)

1.1.2. Primary Sector ✓ (1)

1.2. Quote TWO challenges/ classify the challenges quoted

<b>CHALLENGES</b> (1.2.1)	<b>BUSINESS ENVIRONMENT</b> (1.2.2)
The management of LSD indicated that they would not be able to pay the increased tax due to financial constraints. ✓	Macro Environment ✓
Many customers have decided to buy cheaper affordable solar products from another solar distributor. ✓	Market Environment ✓

(4)

**Note:**

1. Mark the first challenge for each business environment only.
2. If the business environment is not linked to the challenge, mark the challenge only.
3. Accept responses in any order.

[6]



## Question two: Quality of performance

2.1. Differentiate between *quality control* and *quality assurance*.

QUALITY CONTROL	QUALITY ASSURANCE
<ul style="list-style-type: none"> <li>• System that ensures the desired quality is met by inspecting the final product. ✓✓</li> </ul>	<ul style="list-style-type: none"> <li>• Checks carried out during and after the production process. ✓✓</li> </ul>
<ul style="list-style-type: none"> <li>• Ensure that finished products meet the required standards. ✓✓</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that required standards have been met at every stage of the process. ✓✓</li> </ul>
<ul style="list-style-type: none"> <li>• Process of ensuring that products are consistently manufactured to high standards. ✓✓</li> </ul>	<ul style="list-style-type: none"> <li>• Processes put in place to ensure that the quality of products/services/ systems</li> <li>• adhere to pre-set standards with minimal defects/delays/shortcomings. ✓✓</li> </ul>
<ul style="list-style-type: none"> <li>• Checking raw materials/employees/ machinery/workmanship/products to ensure that high standards are maintained. ✓✓</li> </ul>	<ul style="list-style-type: none"> <li>• Ensuring that every process is aimed to get the product 'right the first time' and prevent mistakes from happening. ✓✓</li> </ul>
<ul style="list-style-type: none"> <li>• Includes setting targets/measuring performance and taking corrective measures. ✓✓</li> </ul>	<ul style="list-style-type: none"> <li>• The 'building in' of quality as opposed to 'checking of' quality. ✓✓</li> </ul>
<ul style="list-style-type: none"> <li>• Any other relevant answer related to Quality control</li> </ul>	<ul style="list-style-type: none"> <li>• Any other relevant answer related to Quality assurance</li> </ul>
Sub max (4)	Sub max (4)

(6)

### Note:

1. The answer does not have to be in a tabular format.
2. The differences do not have to be linked, but must be clear.
3. Award a maximum of TWO (2) marks if the differences are not clear/Mark either quality control or quality assurance only

## 2.2. Quality indicators for the purchasing function.

- Businesses should buy raw materials/products in bulk✓ at lower prices. ✓
- Select reliable suppliers that render the best quality raw materials/capital goods✓ at reasonable prices. ✓
- Place orders timeously and regular follow-ups✓ to ensure that goods are delivered on time. ✓
- Effective co-ordination between purchasing and production departments✓ so that purchasing staff understand the requirements of the production process. ✓
- Required quantities should be delivered✓ at the right time and place. ✓
- Implement/Maintain stock control systems✓ to ensure the security of stock. ✓
- Maintain optimum stock levels✓ to avoid overstocking/reduce out-dated stock. ✓
- Monitor and report on minimum stock levels✓ to avoid stock shortages. ✓
- Effective use of storage space✓ and maintain product quality while in storage. ✓
- Involve suppliers✓ in strategic planning/product design/material selection/quality control process. ✓
- Ensure that there is no break in production✓ due to stock shortages. ✓
- Establish relationships with suppliers✓ so that they are in alignment with the business's vision/mission/values. ✓
- Have a thorough understanding✓ of supply chain management. ✓
- Any other relevant answer related to the quality indicators for the purchasing function

Max (6)

## 2.3.

2.3.1. "Time and resources are efficiently used". ✓✓

(2)

2.3.2. Other advantages of a good quality management system

- Effective customer services are rendered, resulting in increased customer satisfaction. ✓✓
- Productivity increases through proper time management/using high quality resources. ✓✓

- Products/Services are constantly improved resulting in increased levels of customer satisfaction. ✓✓
- Vision/Mission/Business goals may be achieved. ✓✓
- Business has a competitive advantage over its competitors. ✓✓
- Regular training will continuously improve the quality of employees' skills/knowledge. ✓✓
- Employers and employees will have a healthy working relationship resulting in happy/productive workers. ✓✓
- Increased market share/more customers improve profitability. ✓✓
- Improves business image as there are less defects/returns. ✓✓
- Any other relevant answer related to the advantages of a good quality management system.

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**NOTE: Do not award marks for responses that were quoted in**

### QUESTION 2.3.1

(Max 4)

[18]

### Question three: Management and Leadership

3.1.1. D ✓✓ (2)

3.1.2. C ✓✓ (2)

3.2. Differentiate between management and leadership.

LEADERSHIP	MANAGEMENT
- Guides human behaviour. ✓✓	- Influences human behaviour. ✓✓
- Communicates through management functions such as the line function. ✓✓	- Communicates by means of interaction/behaviour/vision/values/charisma. ✓✓
- Administers plans/programs/tasks to reach targets. ✓✓	- Innovates/Encourages new ideas to increase productivity. ✓✓
- Controls systems and procedures to get the job done. ✓✓	- Inspires staff to trust and support each other. ✓✓
- Does things right. ✓✓	- Does the right things. ✓✓
- Focuses on how and when. ✓✓	- Focuses on what and why. ✓✓



- Focuses on the short or medium term.✓✓	- Focuses on the horizon or long term.✓✓
- A person becomes a manager because of the position in which he/she is appointed.✓✓	- Leaders are born with natural/instinctive leadership skills.✓✓
- Manages the process of getting things done by exercising responsibility.✓✓	- Guides/Leads people to become active participants.✓✓
- Managers have power because of the position of authority into which they are appointed.✓✓	- Leaders have influence because of his/her knowledge/skills/intelligence.✓✓
- Enforce rules on subordinates. /Ensure that tasks are completed.✓✓	- Always trying to find more efficient ways of completing tasks.✓✓
- Instructional in their approach.✓✓	- Motivational/Inspirational in their approach.✓✓
- Task orientated, ensuring the job gets done.✓✓	- People orientated, thus putting employees first.✓✓
- Manage by planning/organising/leading/control.✓✓	- Lead by example/trust/respect.✓✓
- Managing the process of getting things done by exercising authority.✓✓	- Always trying to find more efficient ways of completing tasks.✓✓
- Follows the plans to reach targets.✓✓	- Promotes creativity to improve productivity levels.✓✓
- Focusses on the processes involved in the production process.✓✓	-Focuses on the potential of employees.✓✓
- Any other relevant answer related to management.	- Any other relevant answer related to leadership.
Submax (4)	Submax (4)

**Note:**

1. The answer does not have to be in a tabular format.
2. The differences do not have to link, but must be clear.
3. Award a maximum of FOUR (4) marks if the distinction is not clear/Mark either management or leadership only. (8)



3.3. Examples of situations in which the autocratic leadership style could be applied in the workplace.

- In crisis situations, e.g., in the case of unforeseen challenges/accidents. ✓✓
- When all the information is available to solve the problem. ✓✓
- In a crisis/urgent situation, e.g., after an accident/meeting tight deadline. ✓✓
- When employees are motivated, and the leader has already earned the trust of the followers. ✓✓
- When dealing with employees who are not cooperative. ✓✓
- When employees are new/not fully trained. ✓✓
- Any other relevant answer related to the examples of situations in which the autocratic leadership style could be applied in the workplace.

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Max (4)

[ [16]

**Total part A: 40**

## PART B: SCRAPBOOK AND ORAL PRESENTATION

### Assessment Tool: Rubric Scrapbook/ Oral presentation

Range	0	1	2	3	4	5	X 2
Criteria							
Collection of articles/ Outline of the socio-economic issue/ impact of the socio-economic issue on business / Recommendations on how business and or government can address the socio-economic.	No article collected. Socio-economic issue not outlined. No impact discussed. No recommendations on how businesses and government could address the socio-economic issue.	Relevant article collected. Socio-economic not outlined. No impact discussed. No recommendations on how businesses and government could address the socio-economic issue.	Relevant article collected. Only ONE of the following addressed: Outline/ Impact/ Recommendation	Relevant article collected. Only TWO of the following addressed: Outline/ Impact/ Recommendation	Relevant article collected. All THREE of the following addressed: Outline/ Impact/ Recommendation	Relevant article collected. Suitable introduction / conclusion and purpose. All THREE of the following addressed: Outline/ Impact/ Recommendation	

**Total part B: 10**

**Total: 50**