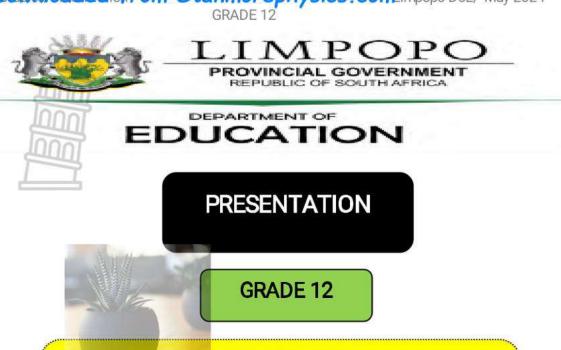
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GRADE 12



BUSINESS STUDIES
TERM 2: TASK 3
MAY 2024

#### TO BE ADMINISTERED ON 09 MAY 2024 UNDER CONTROLLED CONDITIONS

MARKS: 50 TIME : 1 hour

This question paper consists of 06 pages.

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#### INSTRUCTIONS AND INFORMATION

- 1. The task is divided into two questions. Question 1 for the written part and Question 2 is for the oral part.
- 2. You are requested to complete this task to indicate your understanding of all the topics stated.
- 3. Read the instructions of each question and respond appropriately.
- 4. A maximum of five (5) minutes must be allocated for the oral presentation per learner.

#### QUESTION 1

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

# KARABO PRINTING MACHINES (KPM)

Karabo Printing Machines is known of producing quality printing machines. John, the manager, is unable to provide his employees with proper guidance. KPM recently obtained a loan from Freeze Bank at a high interest rate.

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1.1.1 Name the business sector in which KPM is operating.

(2)

(1)

1.1.2 Quote TWO challenges for KPM from the scenario above.

- (2) (2)
- 1.1.3 Classify KPM's challenges according to the relevant business environments.

Use the table below as a GUIDE to answer QUESTION 1.1.2 - 1.1.3.

CHALLENGES (1.1.2)	BUSINESS ENVIRONMENTS (1.1.3)

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

#### WINNY CONSTRUCTIONS LIMITED (WCL)

Winny Construction Limited is known for building quality business properties and residential houses. The management of WCL makes use of the services of quality circles to stay ahead of their competitors. WCL monitors and evaluates their quality processes.

1.2.1 Identify the Total Quality Management/TQM element implemented by WCL. Motivate your answer by quoting from the scenario above. (3)

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

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TQM ELEMENT	MOTIVATION
ШП	

1.2.2 Outline roles of quality circles.

(5)

- 1.2.3 Discuss the advantages of monitoring and evaluation of quality processes as one of the TQM elements.(5)
- 1.3 Read the scenario below and answer the questions that follow.

#### VASHNI LIMITED (VL)

Vashni Limited uses aggressive advertising campaigns to increase their customer base. Jabu, the senior manager, draws up budgets to ensure accurate application of monetary resources.

1.3.1 Identify TWO business functions that are applicable to VL. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 1.3.1

BUSINESS FUNCTION	MOTIVATION	
1.		
2.		

(4)

1.3.2 Suggest ways in which TQM can reduce the cost of quality.

(5)

- 1.4 Identify the leadership style that Jack should apply in EACH statement below.
- 1.4.1 Employees must be inspired to work hard.
- 1.4.2 Employees who meet deadlines must be rewarded.
- 1.4.3 Some employees are skilled and eager to share their ideas.
- 1.4.4 Thembi and Craig are experts and know what they want.
- 1.4.5 Jack has all the information available to solve the problem.
- 1.5 Discuss the role of personal attitude in successful leadership.

(4)

(5)

1.6 Discuss leaders and followers as one of the leadership theories.

(4)

(40)

#### **QUESTION 2**

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Summarize your written presentation and make a short oral presentation with a maximum of 5 minutes.

(10)

**GRAND TOTAL:[50]** 



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## Rubric to assess the grade 12 written presentation.

	i	PART	A: WRITTEN PRESENTA	TION			
ASSESSMENT CRITERIA	Level 0 Imorephysics.com	Level 1	Level 2	Level 3	Level 4	Level 5	Total
Business sector, challenges & business environment	Learner did not mention the business sector, did not quote challenges from the scenario and did not classify the challenges according to the business environment	Learner mentioned the business sector but did not quote challenges from the scenario and did not classify the challenges according to the business environment  OR  Learner did not mention the business sector but quoted ONE challenge from the scenario	Learner mentioned the business sector and quoted ONE challenge from the scenario  OR  Learner did not mention the business sector but quoted TWO challenges from the scenario	Learner did not mention the business sector but quoted TWO challenges from the scenario and only classified ONE challenge according to the relevant business environment	Learner did not mention the business sector but quoted TWO challenges from the scenario and classified challenges according to the relevant business environments	Learner mentioned the business sector, quoted TWO challenges from the scenario and dassified challenges according to the relevant business environments	5
TQM element	Learner did not identify the TQM element.	Learner did not identify the TQM element as in the scenario.	Learner identified the TQM element without a motivation.	Learner identified the TQM element with a motivation.			3
Quality circles	Learner did not mention the roles of quality circles.	Learner outlined one roles of quality circles.	Learner outlined TWO roles of quality circles.	Learner outlined THREE roles of quality circles.	Learner outlined FOUR roles of quality circles.	Learner outline FIVE roles of quality circles.	5

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Advantages of monitoring and evaluation of quality processes.	Learner did not discuss the advantages of monitoring and evaluation of quality processes ics.com	Learner only provided ONE advantage of monitoring and evaluation of quality processes.	Learner only provided TWO advantages of monitoring and evaluation of quality processes	Learner only provided THREE advantages of monitoring and evaluation of quality processes as one of the TQM elements.	Learner only provided FOUR advantages of monitoring and evaluation of quality processes.	Learner provided FIVE advantages of monitoring and evaluation of quality	5
Business functions	Learner did not identify the business functions.	Learner only identified ONE business function without motivation.	Learner identified the business functions but no motivation.	Learner identified ONE the business function with a motivation.	Learner identified TWO business functions with a motivation.		4
TQM can reduce the cost of quality	Learner did not suggest ways in which TQM can reduce the cost of quality.	Learner suggests ONE way in which TQM can reduce the cost of quality.	Learner suggests TWO ways in which TQM can reduce the cost of quality.	Learner suggests THREE ways in which TQM can reduce the cost of quality.	Learner suggests FOUR ways in which TQM can reduce the cost of quality.	Learner suggests FIVE ways in which TQM can reduce the cost of quality.	5
Identification of leadership styles.	Learner did not identify all leadership styles relevant to given statements.	Learner only identified ONE leadership style relevant to given statements.	Learner only identified TWO leadership styles relevant to given statements.	Learner only identified THREE leadership styles relevant to the given statements.	Learner only identified FOUR leadership styles relevant to given statements.	FIVE leadership styles relevant to the given statements.	5
Role of personal attitude in successful leadership	Learner did not discuss the role of personal attitude in successful leadership.	Learner discusses ONE role of personal attitude in successful leadership.	Learner discuss TWO roles of personal attitude in successful leadership.	Learner discuss THREE roles of personal attitude in successful leadership.	Learner discuss FOUR roles of personal attitude in successful leadership.		4

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Leaders and followers as a leadership theory	Learner did not discuss the leaders and followers' theory.	Learner discusses ONE fact about the leaders and followers' theory.	Learner discuss TWO facts about the leaders and followers' theory.	Learner discuss THREE facts about the leaders and followers' theory.	Learner discuss FOUR facts about the leaders and followers' theory.	4
TOTAL						/44

ASSESSMENT CRITERIA	Level 0	Level 1	Level 2	Total
Body language	No movement	Very little movement/descriptive gestures		2
Confidence	No confidence	Partial confidence	Speaks with confidence	2
Voice and speaking skills	Not audible Rate too fast/too slow	Mumbling and uneven rate	Speaks with variation/fluid speech and inflection	2
Eye-contact	No effort was made	Minimal eye contact with audience	Holds attention of the audience with the use of direct eye contact	2
Time utilization	Presentation did not last for 3 minutes	Presentation done in 4 minutes	Presentation done within 5 minutes	2

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# Downloaded From Stanmorephysics.com GRADE 12 Limpopo DoE/ May 2024 TOTAL: A & B Stanmorephysics.com 50

**MARKS: 50** 



### **PRESENTATION**

**GRADE 12** 

**BUSINESS STUDIES** 

TERM 2: TASK 3 (MAY 2024)

MARKING GUIDELINE & RUBRIC

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This marking guideline/rubric consists of 06 pages

#### 1.1 Business Sectors

# 1.1.1 Business **sector from the scenario** Secondary sector √

(1)

# 1.1.2 Challenges from the scenario and classification according to business environments

CHALLENGES 1.1.2	BUSINESS ENVIRONMENTS 1.1.3
John, the manager, is unable to provide his employees with proper guidance. √	Micro-environment √
KPM recently obtained a loan from Freeze Bank at a high-interest rate. √	Macro-environment √
Sub max (2)	Sub max (2)

- NOTE: 1. Mark the first TWO (2) challenges only.
  - 2. Award marks for challenges even if the business environments were incorrectly classified.
    - 3. Do not award marks for the business environment if it is not linked to the challenges.
    - 4. Award marks for any TWO business environments even if the quote is incomplete.

Max (4)

#### 1.2 Total Quality Management Elements

#### 1.2.1 TQM elements from the scenario

TQM ELEMENT	MOTIVATION
Continuous improvement to process and system $\!$	The management of WCL makes use of the services of quality circles to stay ahead of their competitors $\sqrt{}$
Sub max (2)	Sub max (1)

**NOTE: 1.** Do not award marks for the motivation if the TQM element were incorrectly identified.

2. Award marks for TQM element even if the quote is incomplete. Max(3)

NOTE: Do not award marks for monitoring and evaluating quality processes" as it is already mentioned in the scenario.

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GRADE 12/Marking guideline

#### 1.2.2 Roles of quality circles

- Solve problems related to quality and implement improvements. √
- Investigate problems and suggest solutions to management. √
- Ensure that there is no duplication of activities/tasks in the workplace. √
- Make suggestions for improving systems and processes in the workplace. √
- Improve the quality of products/services/productivity through regular reviews of quality processes.  $\lor$
- Monitor/Reinforce strategies to improve the smooth running of business operations.
- Reduce costs of redundancy in the long run. √
- Increase employees' morale/motivation. √
- Quality circles discuss ways of improving the quality of work/workmanship. √
- Contribute towards the improvement and development of the organisation. √
- Reduce costs/wasteful efforts in the long run. √
- Increase the demand for products/services of the business. √
- Create harmony and high performance in the workplace. √
- Build a healthy workplace relationship between the employer and employee. √
- Improve employees' loyalty and commitment to the organisation and its goals. √
- Improve employees' communication at all levels of the business. √
- Develop a positive attitude/sense of involvement in the decision-making processes of the services offered. √
- Any other relevant answer related to the roles of quality circles.

Max (2)

#### 1.2.3 Advantages of monitoring and evaluation of quality processes

- Prevents product defects and minimises wastage/customer complaints.  $\sqrt{\phantom{a}}$
- Good quality checks/procedures minimise the replacement/breakdown of equipment/machinery on a regular basis.  $\sqrt{}$
- May be equipped to get things done right the first time.  $\sqrt{\phantom{a}}$
- Improve performance and maintain high-quality standards.  $\sqrt{\phantom{a}}$
- Improve current and future management of quality outputs/outcomes/impact.  $\sqrt{\phantom{a}}$
- Provide clear indication about quality aspects that are contributing to the achievement of goals/targets. √
- Modify interventions that may improve the efficient use of resources.  $\sqrt{\phantom{a}}$
- Support management to acquire information needed to make informed decision about processes. √
- Cost of production is reduced as deviations from set standards can be corrected. √
- Strategies are revised in order to improve the quality of the product and services/business image.
- Allows for quality control checks and procedures at key points.  $\sqrt{\phantom{a}}$
- Key performance indicators are carefully selected to monitor and evaluate the outcome.  $\sqrt{\phantom{a}}$
- Benchmarking is used to find best practices in order to determine the competitive position of the business.  $\sqrt{}$
- ullet Quality circles meet on regular basis to evaluate the progress in terms of quality.  $\sqrt{\phantom{a}}$
- Continuous research is conducted on latest developments to ensure that TQM planning is up to date.  $\checkmark$
- Any other relevant answer related to the advantages of monitoring and evaluation
- of quality processes as one of the TQM elements.

  Max (5)

#### 1.3.1 Business functions

IDDAT

BUSINESS FUNCTION	MOTIVATION
1. Marketing function√	Vashni Limited uses aggressive advertising campaigns to increase their customer base√
2. Financial function√	Jabu, the senior manager, draws up budgets to ensure accurate application of monetary resources. √

Max (4)

#### 1.3.2 Ways in which TQM can reduce the cost of quality

- Introduce quality circles to discuss ways of improving the quality of work/ workmanship. √
- Schedule activities to eliminate duplication of tasks. √
- Share responsibility for quality output amongst management and workers. √
- Train employees at all levels, so that everyone understands their role in quality management. √
- Develop work systems that empower employees to find new ways of improving quality.
- Work closely with suppliers to improve the quality of raw materials/inputs. √
- Improve communication about quality challenges/deviations, so that everyone can learn from experience.  $\lor$
- Reduce investment on expensive, but ineffective inspection procedures in the production process.  $\sqrt{}$
- Implement pro-active maintenance programmes for equipment/machinery to reduce/eliminate breakdowns.  $\sqrt{\phantom{a}}$
- Any other relevant answer related to ways in which TQM can reduce the cost of quality.

  Max 5

#### 1.4 Leadership styles from the scenario

- 1.4.1 Charismatic √
- 1.4.2 Transactional √
- 1.4.3 Democratic/Participative/Consultative √
- 1.4.4 Laissez-faire/Free reign √
- 1.4.5 Autocratic √

NOTE: Do not award marks for leadership styles that are not relevant to the given statements. (5)

#### GRADE 12/Marking guideline

#### 1.5 Role of personal attitude in successful leadership

- Positive attitude releases leadership potential. √
- A leader's good attitude can influence the success of the business.
- Leaders must know their strengths and weaknesses to apply their leadership styles effectively.  $\sqrt{\phantom{a}}$
- Great leaders understand that the right attitude will set the right atmosphere. √
- Leaders' attitude may influence employees'/teams' thoughts/behaviour. √
- Leaders should model the behaviour that they want to see in team members.  $\sqrt{\phantom{a}}$
- Successful leaders consider the abilities/skills of team members to allocate tasks/roles effectively.  $\sqrt{\phantom{a}}$
- Enthusiasm produces confidence in a leader. √
- A positive attitude is critical for good leadership because good leaders will stay with the task regardless of difficulties/challenges. √
- Successful employees and leaders have a constant desire to work and achieve personal/professional success. √
- Leaders with a positive attitude know that there is always more to learn/space to grow. √
- Any other relevant answer related the role of personal attitude in successful leadership.

  Max 4

#### 1.6 Leaders and followers as a leadership theory

- Teams achieve great results when there is a sense of understanding between the leader and the team of followers. √
- Followers listen to what is expected of them and are willing to work as a team. √
- Followers easily accept responsibility when something doesn't work out.
- Leaders led by example and reward positive behaviour. √
- Leaders motivate employees to devise alternative strategies to find more efficient ways to use available resources.  $\sqrt{}$
- Followers might just trail along depending on leaders and other followers to pull them through the task.  $\sqrt{}$
- Any other relevant answer related to the leaders and followers' leadership theory.

  Max 4

TOTAL: [40]