



LIMPOPO

PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
EDUCATION

CAPRICORN SOUTH DISTRICT

**NATIONAL
SENIOR CERTIFICATE**

Stanmorephysics.com

GRADE 10

**BUSINESS STUDIES P1
JUNE EXAMINATION**

Stanmorephysics.com
2023

MARKS: 100

TIME: 1.5 Hours

This question paper consists of 9 pages including this cover page.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers two main topics.

SECTION A: COMPULSORY

SECTION B: Consists of THREE questions.

Answer any TWO of the THREE questions in this section.

SECTION C: Consist of TWO questions.

Answer any ONE of the TWO questions in this section.

2. Read the instructions for each question carefully and take note of what is required.
3. Number the answers correctly according to the numbering system used in this question paper. No marks will be awarded for answers that are numbered incorrectly.
4. Except where other instructions are given, answers must be in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Use the table below as a guide for mark allocation when answering each question.

SECTION	QUESTION	MARKS	TIME
A Objective type questions COMPULSORY	1	20	10 minutes
B THREE direct/indirect type questions CHOICE (answer any two)	2	20	20 minutes
	3	20	20 minutes
	4	20	20 minutes
C TWO essay-type questions CHOICE (answer any one)	5	40	40 minutes
	6	40	40 minutes
TOTAL		100	90 minutes

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.
8. You may use a non-programmable calculator.
9. Write neatly and legibly.

SECTION A COMPULSORY

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 number (1.1.1 – 1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

1.1.1 Morgan Ltd manufactures furniture. The business operates in the ... sector.

- A primary
- B secondary
- C tertiary
- D public

1.1.2 A statement that explains the reason for the existence the business.

- A Vision
- B Mission
- C Goal
- D Objective

1.1.3 The ... are organisations that set rules and requirements for the operation of businesses in that industry.

- A unions
- B CBO's
- C NGO's
- D regulators

1.1.4 This Act was introduced to protect consumers from exploitation by businesses.

- A Consumer Protection Act
- B National Consumer Commission
- C National Credit Act
- D National Credit Regulator

1.1.5 ... inspires other people

- A Management
- B Chief Executive Officer
- C Leadership
- D Secretary

(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 (1.2.1 to 1.2.5) in the ANSWER BOOK.

National Consumer Commission; organisational culture; legal; data; organisational structure; marketing function; National Credit Regulator; social; information; public relations.

1.2.1 ... refers to the way the different levels of authority in an organisation.

1.2.2 The ... function is responsible for creating a good image for the business.

1.2.3 ... refers to raw/unprocessed facts found in graphs/tables.

1.2.4 The ... is responsible for protecting the economic welfare of consumers.

1.2.5 The rules that businesses must adhere to in the macro environment.

(5 x 1) (5)

- 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. 1.3.6 K

COLUMN A	COLUMN B
1.3.1 Budgets	A diversity in the business.
1.3.2 Intermediaries	B money borrowed from a bank
1.3.3 Data	C used to draw up financial statements and reports.
1.3.4 Term loan	D estimated expenses and income for a specific period.
1.3.5 Organisational culture	E organisations that set rules for the operation of businesses in that industry.
	F unprocessed facts found in tables.
	G suppliers who allow a business to buy goods and services and pay later.
	H the personality of the business.
	I bridges the gap between the manufacturer and the consumer.
	J used to make decisions.

(5 x 1)

(5)

TOTAL SECTION A: 20

SECTION B

Answer any TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS ENVIRONMENT

- 2.1 Give ONE example of primary, secondary, and tertiary sector. (3)
- 2.2 Outline any THREE components of the market environment. (6)
- 2.3 Read the scenario below and answer the questions that follow.

MOLLY HAIR SALON

Molly Hairsalon specialises offer services for different types of hair. The salon has borrowed money from NSB bank to expand the business to include massage spa services.

- 2.3.1 Identify the organisational resource from the scenario. Motivate your answer by quoting from the scenario. (3)
- 2.4 Explain the relationship between the micro, market and macro environments. (4)
- 2.5 Differentiate between the public and private sectors. (4)

[20]

QUESTION 3: BUSINESS OPERATIONS

- 3.1 Name THREE types of organisational structure (3)
- 3.2 Outline consumer rights according to the National Credit Act. (6)
- 3.3 Read the scenario below and answer the questions that follow.

URBAN DESIGNS

Urban designs sell designer clothes and has stores in four provinces and online. They employ various employees in different departments. Mavis is responsible for creating a good image for the business and awareness to those outside the company through the media.

- 3.3.1 Identify the business function that Mavis is responsible for. Motivate your answer by quoting from the scenario above. (3)
- 3.3.2 Outline TWO other methods that Mavis can use to carry out her responsibilities in the business function identified in QUESTION 3.3.1. (4)
- 3.4 Discuss the importance of quality for businesses. (4)

[20]

QUESTION 4: MISCELLANEOUS

BUSINESS ENVIRONMENTS

4.1 Identify the component of the macro environment in EACH statement below.

4.1.1 Wingz couriers is struggling to survive due to the high price of petrol. (2)

4.1.2 Luxury perfumes Ltd has experienced a decline in sales because of low income levels of consumers. (2)

4.1.3 JBM printers is using the latest IT system. (2)

4.2 Explain the reasons why competition poses a challenge to businesses. (4)

BUSINESS OPERATIONS

4.3 Elaborate on the meaning of quality. (2)

4.4 Distinguish between quality control and quality assurance. (8)

[20]

TOTAL SECTION B: 80

SECTION C

Answer any ONE question in this section.

Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH question must start on a NEW page, e.g. QUESTION 5 on a new page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS

The micro environment consist of various components which include organizational culture and organizational structure. The business environments are interrelated.

Write an essay on the micro environment in which you include the following aspects:

- Elaborate on the meaning of the micro environment.
- Outline the purpose of the organisational culture.
- Explain the link/interrelationship between employer and employee.
- Discuss the importance of a business organisational structure.

[40]**QUESTION 6: BUSINESS OPERATIONS**

The purchasing function is responsible for buying quality raw materials and services for the business. There are different activities carried out by the purchasing function. National Consumer Protection Act forms part of the purchasing function.

Write an essay on the following aspects:

- Outline the activities of the purchasing function.
- Explain the importance of stock control.
- Discuss the purpose of the National Consumer Protection Act.
- Evaluate the positive impact of the National Consumer protection Act on businesses.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 100



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GRADE 10

**BUSINESS STUDIES P1
JUNE EXAMINATION MARKING GUIDELINES
2023**

MARKS: 100

This marking guidelines consists of 19 pages including this cover page.

NOTES TO MARKERS

1. Candidates' responses for SECTIONS B and C must be in full sentences; however, this would depend on the nature of the question.
2. A comprehensive memorandum 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 memorandum
 - Comes from another source
 - Original
 - A different approach is used

NOTE: There is only one correct answer in SECTION A:

3. Take note of other relevant answers provided by candidates 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. The word 'sub-max' is used to facilitate the allocation of marks within a question or sub-question.
5. The purpose of circling marks (guided by 'max' in the breakdown of marks) on the right-hand side is to ensure consistency and accuracy in the marking of scripts.
6. In an indirect question, the theory as well as the response must be relevant and related to the question.
7. Incorrect numbering of answers to questions or sub questions in Sections A and B will be severely penalised. Therefore, correct numbering is strongly recommended in all sections.
8. No additional credit must be given for repetition of facts. Indicate with an R.
9. Note that no marks will be awarded for indicating Yes/No in evaluation type questions requiring substantiation or motivation. (Applicable to SECTIONS B and C.)
10. The difference between 'evaluate' and 'critically evaluate' can be explained as follows:
 - (a) When 'evaluate' is used candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance, e.g. Positive: *'COIDA eliminates time and costs spent on lengthy civil court proceedings.'* ✓
 - (b) When 'critically evaluate' is used candidates are expected to respond in either a positive/negative manner or take a neutral (positive and negative) stance. In this instance candidates are also expected to support their responses with more depth, e.g. *'COIDA eliminates time and costs spent on lengthy civil court proceedings, because*

the employer will not be liable for compensation to the employee for injuries sustained during working hours as long as it can be proved that the business was not negligent.' v

NOTE: The above could apply to 'analyse' as well.

11. The allocation of marks must be informed by the nature of the question, cognitive verb used, mark allocation in the memorandum and the context of each question.

Cognitive verbs, *such as:*

11.1 Advise, devise, name, state, mention, recommend, suggest, (*list not exhaustive*) do not usually require much depth in candidates' responses. Therefore, the mark allocation for each statement/answer appears at the end.

11.2 Describe, explain, discuss, elaborate, justify, analyse, evaluate, critically evaluate (*list not exhaustive*) require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessing is conducted according to established norms so that uniformity, consistency and fairness are achieved.

12. SECTION B

- 12.1 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 or use the word 'Cancel'.

NOTE: This only applies to questions where the number of facts is specified.

- 12.2 If two facts are written in one sentence, award the candidate FULL credit. Point 12.1 above still applies.
- 12.3 If candidates are required to provide their own examples/views, brainstorm this at the marking centre to finalise alternative answers.

12.4 USE OF THE COGNITIVE VERB AND ALLOCATION OF MARKS

- 12.4.1 Where the number of facts are specified questions that require candidates to 'explain/discuss/describe' will be marked as follows:

- Fact 2 marks (or as indicated in the memorandum).
- Explanation 1 mark

The 'fact' and 'explanation' are given separately to facilitate mark allocation.

- 12.4.2 If the number of facts is not specified, the candidate must be informed by the nature of the question and the maximum marks allocated.

- 12.5 ONE mark will be awarded for answers that are easy to recall, requires one-word answers or is quoted directly from scenario/case study. This applies to SECTIONS B and C in particular (where applicable).

13. SECTION C

13.1 The breakdown of the mark allocation for the essays is as follows:

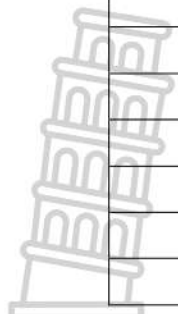
Introduction	Maximum: 32
Content	
Conclusion	
Insight	8
TOTAL	40

13.2 Insight consists of the following components:

Layout/Structure:	(Is there an introduction, body, proper paragraphs and a conclusion?)	2
Analysis and interpretation:	(Learners' ability to break down the question/interpret it correctly to show understanding of what is being asked.)	2
Synthesis:	(What relevant parts of the question would you have included in the answer? Are there decisions made from a combination of relevant points) Marks to be allocated using this guide: Mostly irrelevant facts/No relevant facts: 0 Some irrelevant facts/Some relevant facts: 1 No irrelevant facts/Only relevant facts: 2	2
Originality:	(Examples, recency of information, current trends and developments.)	2
TOTAL FOR INSIGHT:		8
TOTAL MARKS FOR FACTS:		32
TOTAL MARKS FOR ESSAY (8 + 32)		40

- NOTE: 1. No marks will be awarded for contents repeated from the introduction and conclusion.
2. The candidate forfeits marks for layout if the words INTRODUCTION and CONCLUSION are not stated.
3. No marks will be allocated for layout, if the headings 'Introduction, Conclusion,' etc. in 'Insight' is not supported by an explanation.

- 13.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, S and/or O')
13.4 The breakdown of marks is indicated at the end of the suggested answer/ marking guidelines to each question.
13.5 Mark all relevant facts until the SUB MAX/MAX mark in a subsection has been obtained.
13.6 At the end of each essay indicate the allocation of marks for facts and marks for insight as follows: (L – Layout, A – Analysis, S – Synthesis, O – Originality) as in the table below.



CONTENT	MARKS
Facts	32 (max.)
L	2
A	2
S	2
O	2
TOTAL	40

13.7 When awarding marks for facts, take note of the sub-maxima indicated, especially if candidates do not make use of the same subheadings. Remember headings and subheadings are encouraged and contribute to insight (structuring/logical flow/sequencing) and indicate clarity of thought.
(See MARK BREAKDOWN at the end of each question.)

13.8 If the candidate identifies/interprets the question INCORRECTLY, then he/she may still obtain marks for layout.

13.9 If a different approach is used by candidates, ensure that the answers are assessed according to the mark allocation/subheadings as indicated in the memorandum.

- 13.10 (a) Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.
- (b) With effect from November 2015, the TWO marks will not necessarily appear at the end of each completed sentence. The ticks (✓) will be separated and indicated next to each fact, e.g. 'Product development is a growth strategy, ✓ where businesses aim to introduce new products into existing markets.'✓

This will be informed by the nature and context of the question, as well as the cognitive verb used.

SECTION A

QUESTION 1

- 1.1 1.1.1 B✓✓
 1.1.2 B✓✓
 1.1.3 D✓✓
 1.1.4 A✓✓
 1.1.5 C✓✓ (5 x 2) 10)

- 1.2 1.2.1 organisational structure✓
 1.2.2 public relations✓
 1.2.3 data✓
 1.2.4 National Consumer Commission✓
 1.2.5 legal✓ (5 x 1) (5)

- 1.3 1.3.1 D✓
 1.3.2 I✓
 1.3.3 F✓
 1.3.4 B✓
 1.3.5 H✓ (5 x 1) (5)

TOTAL SECTION A: 20

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Examples of business sectors

Primary sector

Example:

- Agriculture✓
- Fishing✓
- Forestry✓
- Mining✓

(1)

NOTE: Mark the first response only.

Secondary sector

Example

- Construction✓
- Factories✓
- Manufacturing✓
- Electricity✓

(1)

NOTE: Mark the first response only

Tertiary sector

Example

- Financing✓
- Hospitality✓
- Retailers and wholesalers✓
- Storage✓
- Tourism✓
- Transportation✓

(1)

NOTE: Mark the first response only.

2.2 Components of the market environment

- Consumers/Customers✓✓
- Suppliers✓✓
- Intermediaries✓✓
- Competitors✓✓
- Civil society/other organisations✓✓

NOTE: Mark the first THREE (3) only.

Max (6)

2.3 Organisational resource from scenario



- Financial resources ✓✓

(2)

Motivation:

- The salon has borrowed money from NSB bank to expand the business to include massage spa services. ✓

(1)

Max (3)

NOTE: Do not award marks for the motivation if the organizational resource was incorrectly identified.

2.4 The relationship between the micro, market, and macro environments

- Changes in the macro environment ✓ may affect the micro environment which may then affect the market environment. ✓
- For example; an increase in the interest rate ✓ may lead to an increase in the production cost, hence increase in the prices of goods/services, which will in turn decrease consumer spending. ✓
- Businesses (the micro environment) are in constant interaction ✓ with components of the market and macro environment. ✓
- Businesses are challenged by changes in the market and macro environment ✓ which cannot be controlled by the business. ✓
- Changes in the market environment may affect the micro environment. E.g., new competitors entering the market might force businesses to decrease their prices. ✓
- Businesses must adapt ✓ to challenges from the macro-environment by formulating strategies to cope with these challenges. ✓
- A change in the macro environment may cause a change ✓ in the micro environment which may in turn, create a change in the market environment e.g. an increase in the rate of interest may lead to an increase in the production cost which may reduce consumer spending. ✓
- A change in the economic environment may lead to a change ✓ in the technological environment and the way in which people spend money. ✓
- The legal, political and institutional environment has a large impact on other business environments ✓ e.g. politics and laws affect the economic environment. ✓
- The business has full control ✓ over all elements/features of the micro environment. ✓
- The business has less/little control ✓ over the market environment but it can influence it. ✓

- The business has no control ✓ over the macro environment but it must develop strategies to adapt to the challenges that are posed. ✓
- Any other relevant answer related to the relationship between micro, market and macro environments. ✓

Max (4)

2.5 Differences between the public and private sectors

PUBLIC SECTOR	PRIVATE SECTOR
Aim is to meet the needs ✓ of the society. ✓	Aim is to meet both the need and wants ✓ of the society. ✓
State owned/state run or parastatals ✓ which are operated by private company. ✓	Privately owned ✓ by entrepreneurs. ✓
Partly or wholly funded ✓ by tax money. ✓	Owners raise capital ✓ to fund their businesses. ✓
Motive ✓ is to provide a service. ✓	Motive ✓ is to make a profit. ✓
State ✓ ownership. ✓	Owned by ✓ different forms of ownership. ✓
State owned businesses report ✓ to government. ✓	Businesses in this sector do not report ✓ to government but owners. ✓
Government monitors ✓ and oversees their performance. ✓	Owners oversees ✓ their performance. ✓
Any other relevant answer related to the public sector.	Any other relevant answer related to the private sector.
Submax (2)	Submax (2)

NOTE: 1. The answer does not have to be in tabular format.

2. The difference does not have to link but must be clear.

3. Award a maximum of TWO (2) marks if the difference is not clear/Mark either public sector or private sector only.

Max (4)

[20]

QUESTION 3: BUSINESS OPERATIONS**3.1 Types of organisational structure**

- Functional organisational structure✓
- Project organisational structure✓
- Matrix organizational structure✓

(3 x 1)(3)**3.2 Consumer rights according to the National Credit Act**

Consumers have a right to:

- apply for credit.✓✓
- receive information in their official language.✓✓
- be protected from unfair discrimination in granting credit.✓✓
- be given reasons why a credit application is refused.✓✓
- be informed about the interest rate and any other costs of the proposed credit transaction.✓✓
- receive a copy of a credit contract and a replacement copy when the consumer asks for one.✓✓
- apply for debt counselling if a customer has too much debt. ✓✓
- Any other answer related to consumer rights.

Max (6)**3.3 Business function from scenario****3.3.1 Public relations✓✓****(2)**

Motivation: Mavis is responsible for creating a good image for the business and awareness to those outside the company through the media.✓

(1)**Max (3)****3.3.2 Other methods of carrying out public relations**

- Direct contact✓✓
- Brochures✓✓
- Exhibitions✓✓
- Social responsibility✓✓
- Transit advertising✓✓
- Use of the telephone✓✓

NOTE: Mark the first TWO only. Do not allocate marks for media that is mentioned in QUESTION 3.3.1.

Max (4)

3.4 The importance of quality for business



- The quality enables businesses to have a good reputation✓ and promotes brand awareness.✓
- Consumers associate the image of the business✓ with the quality of the product.✓
- Quality products✓ increase sales, profits, business growth and attracts prospective investors. ✓
- The business gains goodwill and support✓ from the community. ✓
- Any other relevant answer related to the importance of quality for businesses.

Max (4)
[20]



QUESTION 4: MISCELLANEOUS

4.1 Components of the macro environment

- 4.1.1 Economic environment✓✓
- 4.1.2 Social environment✓✓
- 4.1.3 Technological environment✓✓

(3 x 2) (6)

4.2 The reasons why competition poses a challenge to businesses.

- Competition as one of the components of the market environment poses a challenge to businesses✓ because it is not within the control of the business.✓
- Consumers will buy from the business where they get the most value for money✓ and they could choose the competitor.✓
- Business could find that they are unable to make sufficient profit✓ when the demand is not high enough.✓
- Businesses could find it hard to differentiate itself✓ from its competitors to gain a competitive advantage.✓
- New entrants with better products can also enter the market✓ and divide the market even more thus decreasing the businesses market share.✓
- Any other relevant answer related to the reasons why competition poses a challenge to businesses.

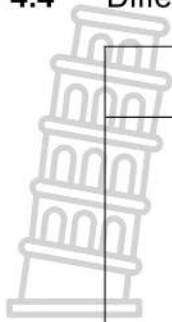
Max (4)

4.3 Meaning of quality

- Quality refers to how goods/services satisfy customer's needs✓ and expectations continuously.✓
- It refers to the characteristics of a product/service✓ that meets the customer's requirements.✓
- Quality guarantees the degree of excellence✓ to which a product or service meets the required needs of customers. ✓
- Any other relevant answer related to the meaning of quality.

Max (2)

4.4 Differences between quality control and quality assurance



Quality control	Quality assurance
<ul style="list-style-type: none"> - Inspection of the final product✓ to ensure that it meets the required standards. ✓ 	<ul style="list-style-type: none"> - Inspection is carried out during and after the production process✓ to ensure required standards are met at every stage of the process. ✓
<ul style="list-style-type: none"> - Includes setting targets/measuring performance✓ and taking corrective measures. ✓ 	<ul style="list-style-type: none"> - Ensures that every process is aimed at getting the product right the first time✓ and prevents mistakes from happening again. ✓
Submax (4)	Submax (4)

NOTE: 1. The answer does not have to be in tabular format.

2. The difference does not have to link but must be clear.

3. Award a maximum of FOUR (4) marks if the difference is not clear/Mark either public sector or private sector only.

Max (8)

[20]

SECTION C

Mark the FIRST answer only.

QUESTION 5: BUSINESS ENVIRONMENTS

5.1 Introduction

- All businesses, whether big or small, have their own internal environment. ✓
- Organisational culture refers to how things are done in the business, for example, how the employees communicate among themselves, their dress code and their administration policy. ✓
- Organisational culture also includes the values, beliefs, norms and standards that are shared among the employees and management. ✓
- The organisational structure shows the different departments in the organisation and how they are organised. ✓
- Any other relevant introduction. (2 x 1) (2)

5.2 The meaning of micro environment

- The micro environment of a business includes everything inside the business. ✓
- All the internal affairs of the business are managed by the directors or the owners of the business. ✓
- The business has full/complete control over its micro environment. ✓
- Any other relevant answer related to the meaning of micro environment.

Max (6)

5.3 The purpose of the organizational culture

- The purpose of the organisational culture is to define the business' internal and external identity as well as it's core values. ✓✓
- A strong business culture has the power to turn employees into ambassadors of the business. ✓✓
- It helps businesses to retain its employees and clients. ✓✓
- It breaks down boundaries between teams, guides decision-making, and improves productivity. ✓✓
- Any other relevant answer related to the purpose of the organizational culture.

Max (8)

5.4 The interrelationship between employer and employee

- The employer (business) depends on the employees (workers) to perform certain duties and responsibilities for the business✓ and the employers also remunerate employees for offering their services to the business. ✓
- Employers also consult their employees✓ when it comes to devising strategies to achieve the goals and objectives of the business. ✓

- Some employers provide their employees with education and training resources✓ to improve the skills of their workers.
- Any other relevant answer related to the interrelationship between employer and employee.

Max (6)

5.5 The importance of a business organisational structure

- Helping to ensure✓ the smooth and efficient functioning of the business. ✓
- Ensuring that work happens with precise co-ordination and minimum wastage of resources. ✓
- Helping the business to work towards✓ its goals. ✓
- Show the connections between various positions✓ and tasks in the business. ✓
- It describes the coordination✓ between various departments in the business. ✓
- Any other relevant answer related to the importance of a business organizational structure.

Max (10)

5.6 Conclusion

- The National Credit Act provide for improved standards of consumer information. ✓
- Organisational structure help businesses to implement efficient decision-making processes. ✓
- Any other relevant conclusion.

(1 x 2) (2)

BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	32
The meaning of the micro environment	6	
The purpose of the organisational culture	8	
The link/interrelationship between employer and employee	6	
The importance of a business organisational structure	10	
Conclusion	2	
INSIGHT		
Layout	2	8
Analysis, interpretation	2	
Synthesis	2	
Originality/examples	2	
TOTAL MARKS		40

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if only some of the requirements are met.

Allocate 0 marks where requirements are not met at all.

Question 6: BUSINESS OPERATIONS

6.1 Introduction

- The purchasing function is responsible for buying quality raw materials and services for the business. ✓
- It should continuously look for suitable, new, and better suppliers. ✓
- It should place orders with suppliers and follow up on them to ensure that the ordered products are delivered on time. ✓
- It should ensure that ordered goods are delivered at the agreed price, right quantities, and right quality. ✓
- Any other relevant introduction. (2 x 1) (2)

6.2 The activities of the purchasing function

- The purchasers should have expert knowledge of the product/s they need to buy and about the market in which they operate. ✓✓
- The purchasing manager should find out the needs of other departments. They look for suitable, new and better suppliers. ✓✓
- They ensure that there is enough stock available for continuous production and sales. ✓✓
- Make follow up on orders placed with suppliers. ✓✓
- Ensure that ordered products are delivered on time. ✓✓
- Keep the correct stock levels for stock on hand. ✓✓
- Record the cost prices and selling prices of stock. ✓✓
- Any other relevant answer related to the activities of the purchasing function. Max (12)

6.3 The importance of stock control

- Enables businesses to determine✓ the amount/value of stock. ✓
- Businesses can check✓ the cost and selling price of products. ✓
- Ensures that there is enough stock✓ to meet the normal demand of customers. ✓
- Keeps the correct levels of stock✓ on hand. ✓
- Records the cost prices✓ and selling prices of stock. ✓
- Identifies theft in the business when the physical stock count✓ is compared with the electronic stock control system. ✓
- Any other relevant answer related to the importance of stock control. Max (10)

6.4 The purpose of the National Consumer Protection Act

- Promotes responsible✓ consumer behaviour. ✓
- Strengthens a culture of consumer rights✓ and responsibilities. ✓
- Establishes national standards✓ to protect consumers. ✓
- Establishes✓ a National Consumer Commission (NCC).
- Ensures that consumers have access✓ to information they need to make informed choices. ✓
- Provides guidelines for better consumer information✓ and prohibits unfair business practices. ✓
- Empowers consumers to take legal action✓ if their rights are not upheld. ✓
- Promotes consumer safety✓ by protecting them from hazardous products/services. ✓
- Promotes fair/accessible and sustainable places✓ for people to sell their products. ✓
- Protects consumers✓ against contracts that include unfair terms which limit the liability of suppliers. ✓
- Any other relevant answer related to the the purpose of the National Consumer Protection Act.

Max (12)

6.5 The positive impact of the National Consumer Protection Act

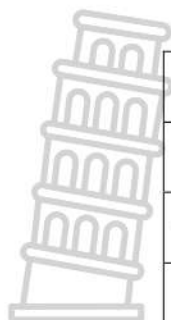
- Businesses may be safeguarded✓ from dishonest competitors. ✓
- Businesses may be protected✓ if they are regarded as consumers. ✓
- Prevents larger businesses from undermining✓ smaller ones. ✓
- May gain consumer loyalty✓ if they comply with CPA. ✓
- Enables businesses to resolve disputes fairly✓ through the National Consumer Commission/Consumer Court/Industrial ombudsmen. ✓
- Businesses may build a good image✓ if they ensure that they do not violate consumer rights. ✓
- Any other relevant answer related to the positive impact of CPA.

Max (8)

6.6 Conclusion

- Business functions that contribute to the success of a business. ✓
- Stock control ensures that there is always enough stock which helps in improving profitability of the business. ✓
- Complying with the National Consumer Protection Act improves the image of the business. ✓
- Any other relevant conclusion.

BREAKDOWN OF MARK ALLOCATION



DETAILS	MAXIMUM	TOTAL
Introduction	2	32
Activities of the purchasing function	12	
Importance of stock control	10	
Purpose of the National Consumer Protection Act	12	
Positive impact of the National Consumer Protection Act	8	
Conclusion	2	
INSIGHT		
Layout	2	8
Analysis, interpretation	2	
Synthesis	2	
Originality/examples	2	
TOTAL MARKS		40

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if only some of the requirements are met.

Allocate 0 marks where requirements are not met at all.