



LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
EDUCATION

MOPANI WEST DISTRICT

**NATIONAL
SENIOR CERTIFICATE**

GRADE 10

BUSINESS STUDIES PAPER 1

JUNE 2024

QUESTION PAPER

MARKS: 100

DURATION: 2H00

This question paper consists of 7 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This question paper consists of THREE sections and covers all main topics.
 SECTIONA: COMPULSORY
 SECTIONB: Consists of THREE questions.
 Answer any TWO of the two questions in this section.
 SECTIONC: Consists of TWO questions.
 Answer any ONE of the two questions in this section.
- Read the instructions for each question carefully and take particular note of what is required.
- 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.
- Except where other instructions are given, answers must be in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME
A Objective type questions COMPULSORY	1	20	30 minutes
B THREE direct/indirect type questions CHOICE (Answer any TWO.)	2	20	30 minutes
	3	20	30 minutes
	4	20	30 minutes
C TWO essay-type questions CHOICE (Answer any ONE)	5	40	30 minutes
	6	40	30 minutes
TOTAL		100	120 minutes

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

SECTION A (COMPULSORY)**QUESTION 1**

1.1. Various options are provided as possible answers to the following questions. Write only the letter (A-D) of the correct answer next to the question number (1.1.1 -1.1.5) in the ANSWER BOOK, for example 1.1.6 C

- 1.1.1. It ensures that there is good communication between the business and all its stakeholders.
- A. Marketing
 - B. Public Relation
 - C. Purchasing
 - D. Administration
- 1.1.2. The business has no control over ... environment.
- A. Micro
 - B. Market
 - C. Formal
 - D. Macro
- 1.1.3. The ... Act require business to provide detail information about their products.
- A. National Credit Act
 - B. National Credit Regulator
 - C. Consumer Protection Act
 - D. National Consumer Commission
- 1.1.4. It is one of the tasks of management
- A. Production
 - B. Motivation
 - C. Communication
 - D. Planning
- 1.1.5. SWOT analysis is a strategic tool used to determine a viable...
- A. Business functions
 - B. Business advertisement
 - C. Business Venture
 - D. Business Owner

(5x2) (10)

- 1.2. Complete the following statement by using the word 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

purchasing, trade mark, bank overdraft, management, tactical, financial, leadership, grades, strategic, grant

- 1.2.1. ...is the way in which an individual can influence the behaviour of others towards achieving the objectives of the business
- 1.2.2. ...is a particular level that is used to rank the quality of the product
- 1.2.3. ... is money provided by the government to small businesses that are in their development phase.
- 1.2.4. ... function involves the acquiring and utilisation of funds necessary for efficient operations
- 1.2.5. Top level management make long-term ...decisions to achieve long-term goals.

(5x2) (10)

TOTAL SECTION A [20]

SECTION B

Answer ANY TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question.
The answer to EACH question must start on a NEW page, for example QUESTION 2 on a NEW page or QUESTION 3 on a NEW page, etc.

QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1. Give any TWO examples of other organisations/ civil society that form part of the market environment. (2)
- 2.2. Read the scenario below and then answer the questions that follow.

MPHO'S GARDENING SERVICES (MGS)

Mpho, the owner of Mpho's Gardening Services (MGS), provides goods and services to clients in his hometown. Mpho buys gardening materials from Kelly Garden Accessories (KGA) at a reasonable price.

- 2.2.1 Identify TWO components of the market environment applicable to MGS. Motivate your answer by quoting from the scenario above.
Use the table below as a GUIDE to answer this QUESTION 2.3.1

Components of the market environment	Motivation
1.	
2.	

- (6)
- 2.2.2 Explain any other component of the market environment. (4)
- 2.3. Distinguish between formal and informal sector (4)
- 2.4. Advise businesses on the reasons why competition pose a challenge to the business. (4)

[20]**QUESTION 3: BUSINESS OPERATIONS**

- 3.1. Name any TWO factors that influence the organisation structure of the business (2)
- 3.2. Read the scenario below and answer the questions that follow.

EDNA ENTREPRENEURIAL DEVELOPERS (EED)

Edna Entrepreneurial Developers (EED) have significantly improved the entrepreneurship landscape in South Africa. Information is handled correctly by the administrative staff of EED to prevent incorrect decisions based on incorrect information. EED also ensured that information is collected from both outside and inside the business.

- 3.2.1 Identify TWO activities of the administration function applied by EED. Motivate your answer by quoting from the scenario above.
Use the table below as a GUIDE to answer this QUESTION 3.1.1

activities of the administration function	Motivation
1.	
2.	

(6)

3.2.2 Explain any other activity of the administration function.

(4)

3.3 Distinguish between quality control and quality assurance

(4)

3.4 Advise businesses on the importance of quality for businesses.

(4)

[20]**QUESTION 4: MISCELLANEOUS****BUSINESS ENVIRONMENTS**

4.1. Give any TWO practical examples of economic environment as one of the component of the macro environment

(2)

4.2. Identify the business sector represented by each statement below.

4.2.1 Dube buses transport people between Gauteng and Limpopo .

(2)

4.2.2 Jika Mine exports gold to European countries.

(2)

4.3. Explain the reason why technological environment as component of macro environment poses a challenge to businesses

(4)

BUSINESS OPERATIONS

4.4. State any TWO types of capital.

(2)

4.5. Differentiate/Distinguish between external and internal public relations

(4)

4.6. Suggest quality indicators of the human resources function

(4)

[20]**TOTAL SECTION B: 40**

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question.
The answer to EACH question must start on a NEW page, for example
QUESTION 5 on a NEW page or QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (MICRO ENVIRONMENT)

Organisational culture is an important part of every business. The success of each business depends on the availability of necessary resources. Vision, mission statement, goals and objectives are the road maps to achieving business growth. The size and type of ownership can predict the type of the organisational structure.

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

- Outline the importance of a business organisational structure.
- Explain ANY THREE organisational resources
- Discuss the following components of micro business environment
 - Vision, mission statement, goals and objectives
 - Management and leadership
- Advise businesses on the purpose of the organisational culture.

(40)

QUESTION 6: BUSINESS OPERATIONS (PURCHASING FUNCTION)

The purchasing function is one of the fundamentals of a business concern. The Consumer Protection Act and the National Credit Act have a direct impact on the purchasing function.

Write an essay on business functions in which you include the following aspects:

- Outline the consumer rights as indicated in the NCA
- Explain the responsibilities of credit providers.
- Discuss the impact of the National Credit Act on businesses.
- Advise businesses on the purpose of the National Credit Act

(40)

TOTAL SECTION C: 40

GRAND TOTAL: 100



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GRADE 10

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BUSINESS STUDIES P1

MARKING GUIDELINE

MAY/JUNE 2024

Stanmorephysics.com

TOTAL MARKS: 100

This marking guideline consists of 21 pages including the cover page

NOTES TO MAKERS

PREAMBLE

The notes to markers are provided for quality assurance purposes to ensure the following:

- (a) Fairness, consistency and reliability in the standard of marking.
- (b) Facilitate the moderation of candidates' scripts at the different levels.
- (c) Streamline the marking process considering the broad spectrum of markers across the Country.
- (d) Implement appropriate measures in teaching, learning and assessment of the subject at schools/institutions of learning.

1. Candidates' responses must be in full sentences for SECTION B and C. 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 care 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 as well as for calculation purposes.
6. Sub totals to questions must be written in the right-hand margin. Circle the Sub totals as indicated by the allocation of marks. This must be guided by 'max' in memo. Only the total for each question should appear in the left-hand margin next to the appropriate question number
7. In an indirect question, the theory as well as the response must be relevant and related to the question.
8. 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
9. No additional credit must be given for repetition of facts. Indicate with an 'R'.

10. Note that no marks will be awarded for indicating Yes/No in evaluation type questions requiring substantiation or motivation. (Applicable for Section B and C.)

11. The differentiation between 'evaluate' and 'critically evaluate' can be explained as follows

11.1 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.✓

11.2 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.✓

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

12. 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*:

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

12.2 Describe, explain, discuss, elaborate, justify, devise, 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.

13. Mark only the FIRST answer where candidates offer more than one answer for SECTION B and C questions that require one answer

14. SECTION B

14.1 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 'MAX'

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



14.2 If two facts are written in one sentence, award the candidate FULL credit. Point 14.1 above still applies.

14.3 If candidates are required to provide their own examples/views, brainstorm this during district memo discussion to finalise alternative answers.

14.4 Use of the cognitive verbs and allocation of marks:

14.4.1 If the number of facts are specified, questions that require candidates to 'describe/discuss/explain' may 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.

14.4.2 If the number of facts required is not specified, the allocation of marks must be informed by the nature of the question and the maximum mark allocated in the memorandum.

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

16. SECTION C

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

Introduction	Maximum: 32
Content	
Conclusion	
Insight	8
TOTAL	40

16.2 Insight consists of the following components:

Layout/Structure	Is there an introduction, a body and a conclusion?	2
Analysis and interpretation	Is the candidate able to break down the question into headings/sub-headings/interpret it correctly to show understanding of what is being asked? Marks to be allocated using this guide: All headings addressed: 1 (One 'A') Interpretation (16 to 32 marks): 1 (One 'A')	2
Synthesis	Are there relevant decisions/facts/responses made based on the questions? Marks to be allocated using this guide: No relevant facts: 0(Two '- S') Some relevant facts: 1 (One '-S') Only relevant facts: 2 (Zero '-S')	2



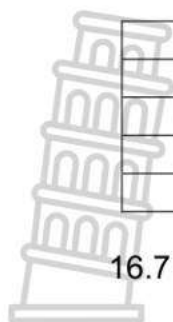
	<p>Option 1: Where a candidate answers 50% or more of the question with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis.</p> <p>Option 2: Where a candidate answers less than 50% of the question with only OR some relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis.</p> <p>Option 3: Where a candidate answers less than 50% of the question with no relevant facts; two '-S' appear in the left margin. Award a ZERO mark for synthesis.</p>	
Originality	Is there evidence of examples, recent information, current trends and developments?	2
<p>TOTAL FOR INSIGHT: 8 TOTAL MARKS FOR FACTS: 32 TOTAL MARKS FOR ESSAY (8 + 32) 40</p>		

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** and **CONCLUSION** are not supported by an explanation.

- 16.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, S and/or O')
- 16.4 The breakdown of marks is indicated at the end of the suggested answer/ marking guidelines to each question.
- 16.5 Mark all relevant facts until the SUBMAX/MAX mark in a subsection has been attained. Write 'SUBMAX'/MAX' after maximum marks have been obtained.
- 16.6 At the end 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

16.7 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.)

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

16.9 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.

16.10 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.

SECTION A

QUESTION 1

1.1.1 B ✓✓

1.1.2 D ✓✓

1.1.3 C ✓✓

1.1.4 D ✓✓

1.1.5 C ✓✓

5x2=10)

1.2.1 leadership ✓✓

1.2.2 grades ✓✓

1.2.3 grants ✓✓

1.2.4 financial ✓✓

1.2.5 strategic ✓✓



(5x2=10)

**TOTAL SECTION A: [20]
BREAKDOWN OF MARKS**

QUESTION	MARKS
1.1	10
1.2	10
Total	20

SECTION B

Mark the **FIRST TWO** answers only.

QUESTION 2: BUSINESS ENVIRONMENT

2.1 Examples of other organisations/ civil society

- Community-based organisation (CBOs) ✓
- Non-governmental organisation (NGOs) ✓
- Regulators ✓
- Strategic allies ✓
- Unions ✓

NOTE: Mark the first TWO (2) only.

(2 x 1) (2)

2.2. Market environment

2.2.1 Components of the market environment from the scenario

Components of the market environment	Motivation
1. Customer/Consumer ✓✓	Mpho's Gardening Services (MGS), provides goods and services to clients in his hometown ✓
2. Supplier ✓✓	Mpho buys gardening materials from Kelly Garden Accessories (KGA) at a reasonable price ✓
Submax (4)	Submax (2)

NOTE: 1. Mark the first TWO (2) only.

2. Award marks for the components of the market environment even if the motivations were incomplete.

3. Do not award marks for the motivations if the components of the market environment were incorrectly identified.

Max (6)

2.2.2 Other component of the market environment

Intermediaries ✓✓

- These are individuals or businesses ✓ that distribute and sell the products/ services of a business. ✓
- Intermediaries bridge the gap ✓ between producers and consumers. ✓
- Intermediaries include: ✓ wholesalers, retailers, agents, brokers, transportation services, etc. ✓
- Some intermediaries assist businesses ✓ with packaging and advertising of their products and services. ✓
- Examples of intermediaries include stores like Spar, Pick 'n Pay, Big Daddy, Woolworths, and CNA. ✓



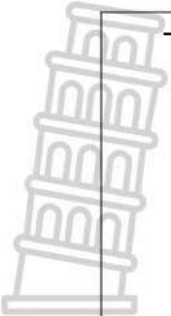
Competitors✓✓

- Competitors refer to businesses/organisations✓ that provide or sell more or less the same goods/services. ✓
- Businesses will be forced to offer quality products or services at the lowest possible prices✓ or else they will lose their customers to their competitors.✓
- Businesses should monitor the activities of their competitors✓ so that they could produce goods or services that are of better quality than their competitors. ✓
- Examples of competitors in the retail market include: ✓Spar and Shoprite, Woolworths and Truworths, MTN and Vodacom, etc. ✓
- New entrants✓ to the market. ✓
- Power of suppliers: The following Porter's Five Forces influence competition:
 - Power of consumers.
 - Threats of substitute products/services.
 - Competitive rivalry.
 - Competition is beneficial to customers because it keeps prices down.

(4)

2.3 Distinction between formal and informal sector

FORMAL SECTOR	INFORMAL SECTOR
– Businesses in the formal sector are registered✓ with CIPC.✓	– Businesses in the informal sector are not registered✓ with CIPC. ✓
– Businesses pay tax to SARS✓ on turnover and profit made. ✓	– Businesses do not pay tax ✓on the profits of the business✓
– Formal sector activities are monitored✓ by the government✓	– These businesses are not monitored✓ by the government✓
– These businesses are controlled✓ by the laws and regulations of the government✓	– Government laws and regulations pertaining to businesses✓ do not apply to the informal sector, but must adhere to municipal regulations. ✓
– All contributions of these businesses are recorded✓ in the total value of the goods and services produced in a country✓	– It is difficult to calculate its contribution ✓to the total value of the goods and services produced in a country. ✓



<ul style="list-style-type: none"> – Employees are protected by legislation✓ such as Basic Conditions of Employment Act, No. 75 of 1997 (BCEA), Compensation for Occupational Injuries and Diseases Act, <ul style="list-style-type: none"> o No. 130 of 1993 (COIDA), Unemployment Insurance Fund (UIF), and so on. ✓ 	<ul style="list-style-type: none"> – Employees are not protected✓ by any legislation and can easily be exploited. ✓
<ul style="list-style-type: none"> – Examples include companies✓ such as mining, manufacturing, retail, banking✓ 	<ul style="list-style-type: none"> – Examples include spaza shops, street vendors, hairdressers, gardening, car wash services✓ and other home-based activities✓
<ul style="list-style-type: none"> – Income is regular✓ weekly/monthly earnings. ✓ 	<ul style="list-style-type: none"> – Income earned✓ is irregular and inconsistent✓
<ul style="list-style-type: none"> – Employees work✓ specific working hours✓ 	<ul style="list-style-type: none"> – Employees work ✓long hours. ✓
<ul style="list-style-type: none"> – Consists✓ of small, micro, medium and large businesses✓ 	<ul style="list-style-type: none"> – Consists✓ of small-scale home-based operations. ✓
<ul style="list-style-type: none"> – Any other relevant answer related to formal sector 	<ul style="list-style-type: none"> – Any other relevant answer related to informal sector
Submax (2)	Submax (2)

- 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 TWO (2) marks if the differences are not clear/Mark either formal sector or informal sector only.

Max (4)

2.4 Reasons why competition pose a challenge to the business

- 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. ✓
- Competitors may charge prices significantly lower than the business, ✓ which could drive the business out of the market/industry. ✓
- 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✓ in order to gain a competitive advantage. ✓



- New entrants with better products can also enter the market✓ and divide the market even more. ✓
- Any other relevant answer related to reasons why competition poses a challenge to businesses.

Max (4)
[20]

BREAKDOWN OF MARKS

QUESTION 2	MARKS
2.1	2
2.2.1	6
2.2.2	4
2.3.	4
2.4	4
Total	20



QUESTION 3 BUSINESS OPERATIONS

3.1 Factors that influence the organisation structure of the business

- Size of the organisation ✓
- Strategy ✓
- Technology ✓
- Resources ✓

3.2 Activities of administration function

- 3.2.1 Handling of information ✓✓
- 3.2.2 Information technology ✓✓

Max (4)

3.3 Distinction between quality control and quality assurance

QUALITY CONTROL	QUALITY ASSURANCE
– Inspection of the final product✓ to ensure that it meets the required standards✓	– Inspection is carried out during and after the production process✓ to ensure required standards are met at every stage of the process✓
– Includes setting targets/measuring performance✓ and taking corrective measures✓	– Ensures that every process is aimed at getting the product right the first time✓ and prevents mistakes from happening again.✓
– Any other relevant answer related to quality control	– Any other relevant answer related to quality assurance
Submax (2)	Submax (2)

- 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 differences are not clear/Mark either quality control or quality assurance only.

Max (4)

3.4 The importance of quality for businesses

- 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]

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	2
3.2	6
3.3.1	2
3.3.2	2
3.4	4
3.5	4
Total	20

QUESTION 4: MISCELLANIOUS

4.1 Examples of economic environment

- Interest rates ✓
- Inflation ✓
- Exchange rates ✓
- Conditions of credit ✓
- Economic growth ✓

NOTE: Mark the first TWO

(2x1) (2)

4.2 The business sectors

- 4.2.1 Tertiary sector ✓✓
4.2.2 Primary sector ✓✓

Max (4)

4.3 The reason why technological environment poses a challenge to businesses

- Businesses may not be able to keep up with/be aware ✓ of the latest technology. ✓
- Employees may not be skilled ✓ to operate/maintain new technology/equipment. ✓
- Staying up to date with the latest and greatest technology ✓ can be expensive. ✓
- Businesses experiencing systems failure will be rendered paralysed ✓, which will cause them to lose capital due to stalling in operations. ✓
- Business's IT systems may be hacked by fraudsters, ✓ and this could expose its confidential information/be damaging to the business. ✓
- Any other relevant answer related to the reason why the technological environment pose challenges to businesses.

Max (4)

BUSINESS OPERATIONS

4.4 Types of capital

- Fixed ✓
- Working ✓
- Own ✓
- Borrowed ✓

NOTE: Mark the first TWO only

**(2 x 1)
(2)**

4.5 Differentiate/Distinguish between external and internal public relations

External public relations	Internal public relations
– Creates a good company image and awareness ✓ to those outside of the company ✓	– Creates a good company image and awareness ✓ to employees in the company. ✓
Submax (2)	Submax(2)

- 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 differences are not clear/Mark either quality control or quality assurance only.**

Max (4)

4.6 Quality indicators of the human resources function

- The recruitment policy should attract the best candidates✓ for available post within a business. ✓
- HR should follow a fair and equitable✓ selection process. ✓
- A low rate of staff turnover✓ in the business. ✓
- A healthy relationship✓ between employees and employers is maintained. ✓
- Market-related salaries✓ should be offered. ✓
- Fair remuneration packages that are aligned to the industry✓ should be provided. ✓
- Performance incentives for staff✓ should be offered to increase productivity. ✓
- The HR manager should work towards building a good relationship□ with employees. ✓
- Ensures that employee understand the goals and objectives✓ of the business. ✓
- Understands the interrelatedness✓ of different departments. ✓
- Any other relevant answer related to quality indicators of the human resources function

Max (4)
[20]

BREAKDOWN OF MARKS

QUESTION 4	MARKS
4.1	2
4.2.1	2
4.2.2	2
4.3	4
4.4	2
4.5	4
4.6	4
Total	20



QUESTION 5: BUSINESS ENVIRONMENTS (MICRO ENVIRONMENT)

5.1 Introduction

- The micro environment of a business includes everything inside the business. ✓
- Organisational culture refers to how things are done in the business. ✓
- The resources of a business can be classified into four main groups. ✓
- Entrepreneurs should be visionaries in order to make their businesses successful. ✓
- Any other relevant introduction related to the micro-environment, purpose of the organisational culture, organisational resources, vision/mission statement, goals and objectives of any business, the importance of a business organizational structure with specific reference to an organogram. ✓

Any (2 x 1) (2)

5.2 The importance of a business organisational structure

- The organisational structure shows the different departments ✓ in the organisation and how they are organised. ✓
- The organisational structure is also known ✓ as an organogram. ✓
- An organogram shows the level of authority, responsibility and tasks ✓ of the various departments in the business. ✓
- An organogram shows the hierarchical structure ✓ of the business. ✓
- It shows who report to whom ✓ and which department fall under which managers. ✓
- The structure show the flow of instruction ✓ and feedback in the business ✓
- Any other relevant answer related to the importance of a business organizational structure with specific reference to an organogram ✓

Max (10)

5.3 Organisational resources

- Human resources ✓✓
 - Human resources includes all the people that are employed in the business, ✓that is, the employees of the business. ✓
 - Human resources are the most important resource ✓ of the business. ✓
 - Any other relevant answer related to human resources
- Financial resources ✓✓
 - Financial resources refers to the capital ✓that the business owns or has borrowed from a financial institute. ✓

Heading 2
Explanation 2
Submax 4



- It includes all the funds that are available to the business✓, for example, bank overdraft, credit cards, long-term and loans. ✓
- Any other relevant answer related to financial resources

Heading 2
Explanation 2
Submax 4

- Physical resources ✓✓
 - Physical resources include the equipment, tools, machinery, ✓and all the physical components of the business. ✓
 - These include the raw materials, tools/equipment, furniture, land, buildings, trucks and vehicles, ✓owned by the business. ✓
 - Any other relevant answer related physical resources

Heading 2
Explanation 2
Submax 4

- Technological resources ✓✓
 - Technological resources are all the resources of the business✓ that help to speed up the production process
 - Increase the productivity✓ of the business. ✓
 - Any other relevant answer related to technological resources.

Heading 2
Explanation 2
Submax 4
Max (12)

5.4 Components of the micro business environment:

Vision, mission statement, goals and objectives

- The vision statement of a business is its long-term goal, ✓that is, where the business sees itself in the future. ✓
- The mission statement describes what the business provides or produces, ✓and why the business exists. ✓
- The mission statement points out clearly✓ what the business was established for. ✓
- Goals are the long-term plans ✓that the business wants to accomplish. ✓
- They serve as guidelines ✓to help businesses achieve what they set out to do. ✓
- Objectives describes how goals✓ will be achieved. ✓
- Objectives are the short-term steps that will guide the business owner ✓on how their set goals can be accomplished/achieved. ✓
- Any other relevant answer related to vision/mission statement, goals and objectives of any business

Submax 8

Management and leadership



- The management of a business is the process whereby an individual or individuals guide and direct the organisation✓ to achieve its goals and objectives. ✓
- Good managers are able to plan properly, organise, lead, and control✓ all the resources in the business✓
- Leadership is the ability of an individual to inspire, influence or motivate their subordinates✓ to achieve the goals and objectives of the business. ✓
- Any other relevant answer related to management and leadership

Submax 8

Max (16)

5.5 The purpose of the organisational culture

- The purpose of the organisational culture is to define the business' internal and external identity and 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. ✓✓
- It influences people's actions and attitudes. ✓✓
- The culture determines how things are done. ✓✓
- It is the "personality" of the business. ✓✓
- Shared understanding of how things are done in a business✓✓
- Any other relevant answer related to the purpose of the organisational culture.

Max (8)

5.6 Conclusion

- The management of a business is responsible for making decisions that help the business to achieve goals. ✓✓
- Without a good vision and mission statement, businesses may not succeed. ✓✓
- 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 conclusion related to the, micro-environment, the purpose of the organisational culture, organisational resources, vision/mission statement, goals and objectives of any business, the importance of a business organizational structure with specific reference to an organogram.

Any (1 x 2) (2)

[40]



Breakdown of mark allocation		
DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Business organisational structure	10	
Organisational resources	12	
Vision Mission statement Goals Management and leadership	16	
Organisational culture	8	
Conclusion	2	8
INSIGHT		
TOTAL MARKS		40

LASO – For each component:

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Allocate 2 marks if all requirements are met.

Allocate 1 mark if some requirements are met.

Allocate 0 marks where requirements are not met at all.

QUESTION 6: BUSINESS OPERATIONS

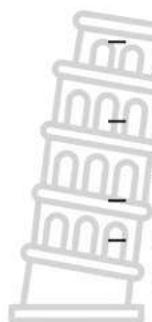
6.1 Introduction

- The purchasing function plays an important role in buying quality raw materials and services for the business. ✓
- The NCA was introduced to provide both credit providers and credit applicants with clear guidelines regarding their rights and responsibilities. ✓
- It ensures the full participation of previously disadvantaged individuals in the economy. ✓
- Any other relevant introduction related to the activities of the purchasing function, the purpose of the National Credit Act, the consumer rights as outlined in the NCA, the impact of these Acts on businesses.

Any (2 x 1) (2)

6.2 Consumer rights as outlined in the NCA

- The purchasers should have expert knowledge of the product/s they need to buy and about the market in which they operate. ✓✓
- Right to apply for credit ✓✓
- Right to receive information in their official language ✓✓
- Right to be protected from unfair discrimination in granting credit ✓✓
- Right to be given reasons why a credit application is refused ✓✓



- Right to be informed about the interest rate and any other costs of the proposed credit transaction✓✓
- Right to receive a copy of a credit contract and a replacement copy when the consumer asks for one✓✓
- Right to apply for debt counselling if a customer has too much debt. ✓✓
- Any other relevant answer related to the consumer rights as indicated in the NCA

Max (8)

6.3 The responsibilities of credit providers

- Credit providers should conduct a credit assessment✓ to ensure that consumers can afford the debt. ✓
- Check the most recent payslip or bank statement✓ to ensure the consumer has an income. ✓
- Check the consumer's monthly debt-repayment obligations✓ in terms of credit agreements. ✓
- Consider other expenses✓ of the consumers. ✓
- Consider the consumer's debt repayment✓ history. ✓
- Any other relevant answer relating to the responsibilities of credit providers

Max (16)

6.4 The impact of National Credit Act on businesses.

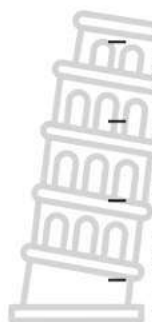
Positives/Advantages

- Lowers bad debts✓ resulting in better cash flow. ✓
- Protects business✓ against non-paying consumers. ✓
- Increases cash sales ✓as credit can only be granted to qualifying customers. ✓
- Prevents reckless lending ✓by financial institutions. ✓
- Ensures that businesses settle their debts ✓on time so that they can obtain good credit scores. ✓
- Ensures that credit process is transparent, ✓for example, both businesses and customers know their responsibilities. ✓
- Any other relevant answer related to the positives/advantages of the NCA on businesses.

AND/OR

Negatives/Disadvantages

- Businesses are forced to budget✓ to keep more cash/have enough cash on hand for stock purchases. ✓
- Businesses can no longer take the risk ✓of selling poor-quality goods at high prices. ✓
- Businesses can no longer carry out ✓credit marketing. ✓
- Leads to loss of sales✓ as many businesses may no longer qualify to buy on credit. ✓



- Businesses can only buy limited stock✓ as credit is not available resulting in loss of customers. ✓
- Complicates the purchasing process ✓ because of too much administration work in the credit providing process. ✓
- The purchasing department must know ✓ the terms and conditions of credit granting and the NCA. ✓
- It may take longer to purchase goods, ✓ and this could influence the overall efficiency of the business. ✓
- The Act compels businesses to sell quality products, ✓ or they may be forced to reimburse consumers. ✓
- Any other relevant answer related to the negatives/disadvantages of the NCA on businesses.

Max (12)

6.5 The purpose of the National Credit Act

- Promotes the development of a credit market✓ that is accessible to all South Africans. ✓
- Encourages✓ responsible buying. ✓
- Avoids over-indebtedness and fulfilment✓ of credit providers and consumers. ✓
- Addresses and corrects imbalances✓ in negotiating power between consumers and credit providers. ✓
- Discourages reckless credit granting✓ by credit providers. ✓
- Educates consumers on making the right choice✓ when applying for credit. ✓
- Gives guidelines✓ within which the different kinds of credit transactions must take place in South Africa. ✓
- Any other relevant answer related to the purpose of the NCA

Max (10)

6.6 Conclusion

- The purchasing function should ensure that ordered goods are delivered at the agreed price, right quantities, and right quality. ✓✓
- The purchasing function should follow the correct purchasing procedure to ensure that the right quality and quantity of goods are ordered✓✓
- Businesses should comply with the NCA to avoid any penalties. ✓✓
- Any other relevant conclusion related to the activities of the purchasing function, purchasing procedure, the purpose and the impact of NCA on businesses

Any (1 x 2) (2)
[40]

Breakdown of mark allocation		
DETAILS	MAXIMUM	TOTAL
Introduction	2	



The consumer rights as outlined in the NCA	10	Max 32
The responsibilities of credit providers	12	
The impact of National Credit Act on businesses	16	
The purpose of the National Credit Act	8	
Conclusion	2	
INSIGHT		8
TOTAL MARKS		40

LASO – For each component:

Allocate 2 marks if all requirements are met.

Allocate 1 mark if some requirements are met.

Allocate 0 marks where requirements are not met at all.

TOTAL SECTION C: 40

GRAND TOTAL: 100