Downloaded from Stanmorephysics.com

JN/D10

BUSINESS STUDIES
GRADE 11
PAPER 1

END YEAR EXAMINATION
2025

Stanmorephysics.com

TIME: 2 hours

MARKS: 150

Stanmorephysics.com

This question paper consists of 9 pages

Downloaded from Stanmorephysics.com

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: Consists 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.

   Note that ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected in SECTION C will be marked.

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 written 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 and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	1	30	20
B: THREE direct/indirect type questions CHOICE: Answer any TWO.	2	40	70
	3	40	
	4	40	
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	
TOTAL		**150**	**120**

7. Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page, et cetera.

8. You may use a non-programmable calculator.

9. Write neatly and legibly.

Downloaded from Stanmorephysics.com

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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g., 1.1.6 D.

1.1.1 Extra Energy LTD specialises in electricity generation. They form part of the … sector.

A informal
B secondary
C primary
D tertiary

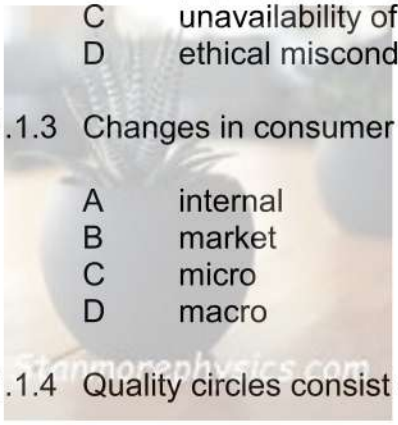
1.1.2 Identity theft, credit card fraud and money laundering are examples of:

A economic crime
B population growth
C unavailability of natural resources
D ethical misconduct



1.1.3 Changes in consumer income levels is a challenge in the … environment.

A internal
B market
C micro
D macro



1.1.4 Quality circles consist of a minimum of three and maximum of … members.

A twelve
B thirty
C twenty
D fifty

1.1.5 Seaside Retreat makes use of internal recruitment by advertising vacant job positions through …

A networking
B recruitment agencies
C intranet
D newspapers

(5 x 2) (10)

Downloaded from Stanmorephysics.com

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.

place; unsought goods; speciality goods; planet; regulator; ombudsman; extraction; customer loyalty cards; processing; coupons;

1.2.1 The triple bottom line focuses on people, profit and …

1.2.2 The primary sector deals with the … of raw materials from nature.

1.2.3 WebIT must adhere to all rules and regulations set by their …

1.2.4 Isabella did not think she needed car insurance until she got into an accident. This is an example of …

1.2.5 Customers are given … by businesses and they earn points for regular purchases that may be redeemed in the future.

(5 x 2) (10)

Stanmorephysics.com

Downloaded from Stanmorephysics.com

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 Exhaustion of natural resources	A natural resources that cease to exist
1.3.2 Mergers	B a national standardisation authority
1.3.3 Unit packaging	C a type of external recruitment
1.3.4 SABS	D packaging needs to be cheap, because once the product is consumed, the packaging is thrown away
1.3.5 Professional associations	E when one company takes control of another company through majority ownership of its shares
	F an international standardisation authority
	G when two companies join together, usually by agreement, to form one new business
	H packaging can be re-used for purposes other than storing the original contents
	I a type of internal recruitment
	J natural resources that are overused

(5 x 2) (10)

TOTAL SECTION A: 30

Downloaded from Stanmorephysics.com

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 ENVIRONMENTS

2.1 Give FOUR examples of contemporary legislation that may affect business operations. (4)

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

LEAK GEEKS (LG)

Leak Geeks (LG) specializes in emergency plumbing. The management of LG have a clear plan of where the business is going. LG is situated in a location that has a high rate of unemployment and HIV/Aids. The management is struggling to find a reliable provider for their equipment.

2.2.1 Identify TWO challenges of the business environments of Leak Geeks. (4)

2.2.2 State the extend of control that LG has over each business environment. (2)

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

CHALLENGES (2.2.1)	BUSINESS ENVIRONMENTS	EXTENT OF CONTROL (2.2.2)
1.	Market	
2.	Macro	

2.3 Explain TWO ways businesses can form power relationships. (6)

2.4 Discuss the advantages of networking. (4)

2.5 Recommend ways in which businesses can overcome competition in the market. (4)

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

CLIVE HOLDINGS (CH)

Clive Holdings (CH) recently released a new training manual that cannot be copied without their permission.

2.6.1 Identify ONE solution to deal with piracy as a socio-economic issue from the scenario above. (2)

2.6.2 Discuss TWO other solutions to deal with piracy as a socio-economic issue. (6)

2.7 Describe the relationship between the primary, secondary and tertiary sector. (4)

Downloaded from Stanmorephysics.com

2.8 Suggest ways in which businesses can have a direct influence on the environment. (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 Mention FOUR employee benefits. (4)

3.2 Read the scenario below and answer the question that follows.

BOKAMOSO ACCOUNTANTS (BA)
Bokamoso Accountants (BA) employed Joshua and Jemma as financial accountants. Joshua gets paid R6 000 for each set of financial statements he completes. Jemma gets paid R400/hour for performing her duties.

3.2.1 Identify TWO salary determination methods used by BA. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 3.2.1.

SALARY DETERMINATION METHODS	**MOTIVATIONS**
1	
2	

3.3 Explain TWO marketing activities. (6)

3.4 Discuss the purpose of packaging. (4)

3.5 Advise businesses on the importance of trademarks. (4)

3.6 Read the scenario below and answer the question that follows.

ZAKHELE MANUFACTURING (ZM)
Zakhele Manufacturing specialises in the manufacturing of school uniform. ZM strives to develop a culture of safety in the workplace. The CEO, Zakhele has ensured a safety policy is visible and displayed for all workers. All workers are properly trained on how to use machinery.

3.6.1 Quote TWO precautionary measures ZM took when handling machinery. (2)

3.7 Explain TWO aspects to consider during production control. (6)

3.8 Discuss the advantages of production planning. (4)

3.9 Suggest ways in which business can comply with the Occupational Health and Safety Act. (4)

[40]

Downloaded from Stanmorephysics.com

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 List FOUR components of the micro-environment. (4)

4.2 Identify the type of lobbying done by Success Tech Solutions (STS) in each statement below.

4.2.1 The management at STS are often involved in discussions on the local news to help shape public policies. (2)

4.2.2 STS invests their surplus funds in gold which helps to spread the risk. (2)

4.2.3 The management at STS ensures that their representatives are skilled to negotiate on their behalf. (2)

4.3 Explain the negative impact of dumping on businesses. (6)

4.4 Recommend projects that can be undertaken by businesses as part of social responsibility. (4)

BUSINESS OPERATIONS

4.5 Read the scenario below and answer the question that follows.

THABO STATIONERY SUPPLIERS (TSS)

Thabo Stationery Suppliers uses different pricing techniques to attract customers. Thabo, the owner of the business shared the following pricing techniques with the rest of his team in the business:

- A printer is priced R799 instead of R800.
- He charged lower prices for the stationery when the shop was newly opened.

4.5.1 Identify ONE pricing technique use by LM in the scenario above. (2)

4.5.2 Discuss the importance of pricing. (6)

4.6 Briefly explain the reasons why manufacturers may prefer to make use of the direct distribution method. (4)

4.7 Explain Total Quality Management as part of quality management systems. (4)

4.8 Advise a business on the placement procedure to follow for a new employee. (4)

[40]

TOTAL SECTION B: 80

Downloaded from Stanmorephysics.com

SECTION C

Answer ANY 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, e.g., QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (CONTEMPORARY SOCIO-ECONOMIC ISSUES)

Social economic issues like inflation and illiteracy negatively impact business operations. Businesses must ensure that their practices are fair and in line with the Labour Relations Act to avoid any unnecessary disputes by unions.

Write an essay on contemporary socio-economic issues, in which you include the following aspects:

- Elaborate on the meaning of industrial relations.
- Discuss the negative impact of the following issues on businesses:
  - Inflation
  - Illiteracy
- Explain the purpose of the Labour Relations Act (No.66 of 1995).
- Advise businesses on the functions of trade unions in the workplace.

[40]

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

The human resources manager is responsible for compiling the job description and job specification. The interviewer should be familiar with their role during the interview. New environments can be stressful for employees, and the human resource department must ensure that the new incumbents are supported. Businesses must ensure that the employment contract complies with the legal requirements of employment.

Write an essay on the Human Resources Function in which you address the following aspects:

- Outline the role of the interviewer during the interview.
- Differentiate between job description and job specification as components of job analysis.
- Explain the purpose of induction.
- Advise businesses on the legal requirements of the employment contract.

[40]

TOTAL SECTION C: 40

TOTAL: 150

Downloaded from Stanmorephysics.com

JN/D10

BUSINESS STUDIES
GRADE 11
PAPER 1

MARKING GUIDELINE
2025

Stanmorephysics.com

TIME: 2 hours

MARKS: 150

This memorandum paper consists of 27 pages

Stanmorephysics.com

Downloaded from Stanmorephysics.com

NOTES TO MARKERS

PREAMBLE

The notes to markers are provided for quality assurance purposes to:

(a) Ensure 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 the teaching, learning and assessment of the subject at schools/institutions of learning

1. For marking and moderation purposes, the following colours are recommended:
   Marker: Red
   Senior Marker/HOD: Green
   District Moderator: Orange

2. Candidates' responses must be in full sentences for SECTIONS B and C. However, this would depend on the nature of the question.

3. Comprehensive marking guidelines have 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 guidelines
   - Comes from another source
   - Is the original
   - A different approach is used

   NOTE: There is only ONE correct answer in SECTION A.

4. 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.)

5. The word 'Sub-max' is used to facilitate the allocation of marks within a question or sub-question.

6. 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 and moderation purposes.

7. Subtotals to questions must be written in the right-hand margin. Circle the subtotals as indicated by the allocation of marks at the end of each question. This must be guided by 'max' in the marking guidelines. Only the total for each question should appear IN the left-hand margin next to the appropriate question number.

Downloaded from Stanmorephysics.com

8. In an indirect question, the theory as well as the response must be relevant and related to the question.

9. Correct numbering of answers to questions or sub-questions is recommended in SECTIONS A and B. However, if the numbering is incorrect, follow the sequence of the candidate's responses. Candidates will be penalised if the latter is not clear.

10. No additional credit must be given for repetition of facts. Indicate with an' R'.

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: 1. The above could apply to 'analyse' as well.
    2. Note the placing of the tick (✓) in the allocation of marks.

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

    Cognitive verbs, *such as*:

    12.1 Advise, name, state, mention, outline, motivate, 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.

    12.2 Define, describe, explain, discuss, elaborate, distinguish, differentiate, compare, tabulate, analyse, evaluate, critically evaluate (*list not exhaustive*) all require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessment 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.

Downloaded from Stanmorephysics.com

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.

NOTE:
1. This applies only to questions where the number of facts is specified.
2. The above also applies to responses in SECTION C. (where applicable)

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 to finalise alternative answers.

14.4 **Use of the cognitive verbs and allocation of marks:**

14.4.1 If the number of facts is specified, questions that require candidates to 'describe/discuss/explain' may be marked as follows:
Fact = 2 marks (or as indicated in the marking guidelines)
Explanation = 1 mark
The 'fact' and 'explanation' are given separately in the marking guidelines 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 marking guideline.

14.5 **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 SECTIONS B and C (where applicable).**

15. **SECTION C**

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

Introduction	**Maximum: 32**
Content	
Conclusion	
Insight	**8**
TOTAL	**40**

Downloaded from Stanmorephysics.com

15.2 Insight consists of the following components:

Layout/Structure	Is there an introduction, body and a conclusion?	**2**
Analysis and interpretation	Is the candidate able to break down the question into headings/subheadings/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? Option 1: **Only relevant facts: 2 marks (No '-S')** Where a candidate answers 50% or more (two to four sub-questions) of the question with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis. Option 2: **Some relevant facts: 1 mark (One '-S')** Where a candidate answers less than 50% (only one sub-question) 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. Option 3: **Some relevant facts: 1 mark (One '-S')** Where a candidate answers FOUR sub-questions, but one/two/three sub-questions with no relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis. Option 4: **No relevant facts: 0 mark (Two '-S')** Where a candidate answers less than 50% (only one sub-question) of the questions with no relevant facts; two '-S' appears in the left margin. Award a ZERO mark synthesis.	**2**
Originality	Is there evidence of one example per topic/subtopic based on recent 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 content 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 awarded for layout, if the headings INTRODUCTION and CONCLUSION are not supported by an explanation.**

15.3 Indicate insight in the left-hand margin with a symbol e.g., 'L, A, -S and/or O'.

Downloaded from Stanmorephysics.com

15.4 The breakdown of marks is indicated at the end of the suggested answer/ marking guideline to each question.

15.5 Mark all relevant facts until the SUBMAX/MAX mark in a subsection has been attained. Write 'SUBMAX'/'MAX' after maximum marks have been obtained, but continue reading for originality 'O'.

15.6 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**

15.7 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.)

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

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

15.10 15.10.1 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.

15.10.2 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.

15.11 With effect from November 2017, the maximum of TWO (2) marks for facts shown as headings in the marking guidelines, will not necessarily apply to each question. This would also depend on the nature of the question.

Downloaded from Stanmorephysics.com

SECTION A (COMPULSORY)

QUESTION 1

1.1
1.1.1 B√√
1.1.2 A√√
1.1.3 D√√
1.1.4 A√√
1.1.5 C√√

(5 x 2) (10)

1.2
1.2.1 Planet√√
1.2.2 Extraction√√
1.2.3 Regulator√√
1.2.4 Unsought goods√√
1.2.5 Customer loyalty cards√√

Stanmorephysics.com


Stanmorephysics.com

(5 x 2) (10)

1.3
1.3.1 J√√
1.3.2 G√√
1.3.3 D√√
1.3.4 B√√
1.3.5 C√√

(5 x 2) (10)

BREAKDOWN OF MARKS

QUESTION 1	MARKS
1.1	10
1.2	10
1.3	10
TOTAL	30

TOTAL SECTION A: 30

Downloaded from Stanmorephysics.com

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 ENVIRONMENTS

2.1 Examples of contemporary legislation

- National Credit Act √
- Consumer Protection Act√
- Employment Equity Act√
- Broad Based Black Economic Empowerment Act√
- Basic Conditions of Employment Act√
- Labour Relations Act√
- Skills Development Act√
- Compensation for Occupational Injuries and Diseases Act√

Any other relevant answer related to examples of contemporary legislation that may affect businesses.

NOTE: Mark the first FOUR (4) only. **Max (4)**

2.2 Challenges of business environments and the extent of control

CHALLENGES (2.2.1)	BUSINESS ENVIRONMENTS	EXTENT OF CONTROL (2.2.2)
Shortage of suppliers√√	**Market**	Partial/Some/Limited/Less/ Little control√
Socio-economic issues√√	**Macro**	No control√
Sub max (4)		**Sub max (2)**

NOTE:

1. **Mark the first THREE (3) challenges only.**
2. **If the business environment is not linked to the challenge, mark the challenge only.**
3. **The extent of control must be linked to the business environment.**
4. **Do not award marks for the extent of control if the business environment is not mentioned.**
5. **Accept responses in any order** **Max (6)**

2.3 Ways businesses can form power relationships

Strategic alliance/Partnership agreements √√

- Businesses form partnership agreements in order to benefit each in each other's involvement.√
- These partnership alliances help parties involved to benefit in infrastructure development and scarce skills.√
- These alliances are designed to build on the expertise of each partner and on the way and on the way in which they complement each other.√

Any other relevant answer related to strategic alliance/partnership agreements.

Heading (2)
Explanation (1)
Sub max (3)

Downloaded from Stanmorephysics.com

Persuasion of large investors √

- If a business has a powerful investor, it can often benefit from the relationship by gaining credit more easily and negotiating better deals from suppliers. √
- Businesses invite powerful influential people to sit on their board of directors in order to get advice from those people. √
- Having such powerful as part of the business may have a positive influence √ on the reputation and image of the business. √
- If a business has a large/powerful investor, the business can gain credit easier/get better deals from suppliers. √

Any other relevant answer related to persuasion of large investors.

Heading (2)
Explanation (1)
Sub max (3)

Company representatives' influence√√

- This representative fulfils an important function in trying to persuade investors to invest in a particular business practice. √
- People will make decisions based on the company's image, personality, communication style and power of persuasion. √
- Businesses must invest time and energy to recruit the right person for this job. √

Any other relevant answer related to company representatives influence.

Heading (2)
Explanation (1)
Sub max (3)

NOTE: Mark the first TWO (2) only. **Max (6)**

2.4 Advantages of networking

- Businesses can attract new customers√ resulting to increased market share and profitability. √
- Networking can be an excellent source√ of new perspectives and business ideas. √
- Allows managers to build new businesses relationships√ and generate new business opportunities. √
- Plays a role in the marketing√ and expansion of a business. √
- Assists businesses√ in making future business decisions. √
- Businesses can gain support√ when representation to various authorities is planned. √

Any other relevant answer related to advantages of networking.

Max (4)

2.5 Ways in which businesses can overcome competition in the market

- Businesses must ensure that they produce unique/ differentiated goods or services for the target market.√√
- Businesses need to provide more personalised services by being responsive to their customer's needs/wants.√√
- Goods/services must be priced lower than competitor's goods/services in the market.√√
- Businesses must produce high-quality goods/services that the customers might be interested in.√√
- Create a positive image/publicity through regular engagements in community development projects. √√
- Businesses must improve on customer services and keep customers happy. √√
- Businesses must create a positive outlook by regularly renovating their premises and improving their systems. √√

Downloaded from Stanmorephysics.com

- Businesses must undertake good marketing campaigns that will draw the attention of the target market. √√
- Businesses must offer low-cost extras such as improved credit terms/loyalty schemes, and so on. √√
- Businesses must ensure that they have well-trained and dedicated employees that create a better working atmosphere. √√
- Management must ensure that the business differentiates itself from the competitors by tapping into what the customer wants. √√
- Offering more personal services by being responsive to the customer's needs/ expectations. √√
- Offering low-cost extras such as improved credit terms/discounts/loyalty schemes etc.
- Charging the lower prices than that of the other businesses. √√
- Selling products of a superior quality/new products/services that the customers might be interested in by being the best employer that has well trained/knowledgeable staff members that create a better working atmosphere. √√
- Stepping up the marketing of the business by using promotional ideas such as posters or campaigns on social media. √√
- Updating the image of the business such as painting the front of the premises/ making the business looking modern/ inviting. √√
- Keeping up with developments in the sector of the business sector, following consumer trends/investing in new technology. √√
- Improving on customer services and keeping them happy. √√

Any other relevant answer related to ways businesses can overcome competition in the market.

Stanmorephysics.com

Max (4)

2.6.1 Solution to deal with piracy from the scenario

Copyright√√ (2)

2.6.2 Other solutions to deal with piracy

Patent√√

- A patent prevents other businesses/people not to produce and sell the same product/ specific service. √
- Businesses can take out a patent for new inventions and include a sample of their invention with application. √
- A patent gives the creator of the product the right to prohibit other people from making or using their invention. √
- This right is granted by government for a limited period of up to twenty years for the exclusive right to an invention. √
- If any person or business uses the invention without permission, the creator may take legal action against them. √
- They must register a patent with the patents office in South Africa. √
- The invention must comply with Patent Act No. 57 of 1978. √
- They can bring legal proceedings against anyone who uses the invention.

Any other relevant answer related to patent.

Heading (2)
Discussion (1)
Sub max (3)

Downloaded from Stanmorephysics.com

Trademarks√√

- Businesses can trademark to identify themselves and their products. √
- They must register their trademarks with the register of trademarks at the companies and intellectual property registration. √
- A registered trademark is protected forever provided it is renewed every ten years and a renewal fee is paid. √
- Claim damages from someone who infringes the trademark. √
- A trademark refers to a sign, character or word that is protected by law to represent a product or company. √
- These are used by businesses so that their products or the business itself is easily identifiable. √

Any other relevant answer related to trademarks.

Heading (2)
Discussion (1)
Sub max (3)

NOTE: Mark the first TWO (2) only. **Max (6)**

2.7 The relationship between the primary, secondary and tertiary sector

- The primary sector depends on the secondary sector for manufactured goods such as machinery/equipment/fertilisers√ e.g. a farmer may require seeds from another farm. √
- The primary sector is dependent on the tertiary sector√ for its customer needs. √
- The secondary sector processes the raw materials obtained from the primary sector into more useful products. √
- The secondary sector depends on the primary sector√ for raw materials and products.√
- The secondary sector depends on other secondary industries√ e.g. BMW needs tyre from DUNLOP another secondary sector player√
- Secondary sector needs the tertiary sector to sell their processed or manufactured goods√ and for services such as banks, insurance, transport and communication. √
- The tertiary sector depends on the primary sector for raw materials√ that do not need processing by the secondary sector. √
- The tertiary sector depends on the secondary sector√ for manufactured goods such as office machines/office furniture/stationery etc. √

Any other relevant answer related to the relationship between the primary, secondary and tertiary sector.

Max (4)

2.8 Ways in which businesses can have a direct influence on the environment

- Businesses need to be flexible by getting involved in research/development so that they can continue to operate. They can influence their suppliers by signing long-term contracts for their raw materials at fixed prices. √√
- They can also influence their customer base by creating new uses of a product, taking customers away from competitors, finding new customers, and convincing them that they need the new product. √√
- They can influence regulators through lobbying and bargaining and can influence their owner's using information contained in annual reports. √√
- Influence its suppliers by signing long term contracts. √√
- Create new uses for a product by finding new customers. √√
- Influence regulators through lobbying and bargaining. √√
- Initiate bargaining sessions between management and unions. √√
- Influence its owners using information contained in annual reports. √√

Downloaded from Stanmorephysics.com

- Negotiate strategic alliance agreement through contractual processes. √√

Any other relevant answer related to the ways businesses can have a direct influence on the environment.

Max (4)

BREAKDOWN OF MARKS

QUESTION 2	MARKS
2.1	4
2.2.1	4
2.2.2	2
2.3	6
2.4	4
2.5	4
2.6.1	2
2.6.2	6
2.7	4
2.8	4
TOTAL	40

[40]

Stanmorephysics.com

Stanmorephysics.com

Downloaded from Stanmorephysics.com

3.1 Examples of employee benefits

- Pension fund
- Medical aid
- Provident fund
- Allowances
- Unemployment Insurance Fund
- Housing subsidies
- Allowances, for example, car/travel/housing/cell phone/clothing
- funeral benefits
- performance-based incentives
- issuing of bonus shares
- staff discounts/free or low-cost meal/canteen facilities
- pension/provident fund
- medical aid
- Unemployment Insurance Fund
- housing allowance /subsidies.

Any other relevant answer related to examples of employee benefits.
NOTE: Mark the first FOUR (4) only. **Max (4)**

3.2.1 Salary determination methods from the scenario

SALARY DETERMINATION METHODS	MOTIVATIONS
Piecemeal √√	Joshua gets paid R6 000 for each set of financial statements he completes.√
Time-related√√	Jemma gets paid R400/hour for performing her duties. √
Sub max (4)	**Sub max (2)**

NOTE:
1. **Mark the first TWO (2) only.**
2. **Award marks for the salary determination method even if the motivations were incomplete.**
3. **Do not award marks for motivations if the salary determination methods were incorrectly identified**
4. **Accept responses in any order.** **Max (6)**

3.3 The marketing activities

Standardisation and grading√√

- Standardisation is the process of developing a uniform set of criteria to ensure the production of quality goods. √
- Standardisation also refers to taking steps to ensure that goods produced meet the required standards. √
- Grading is the process of sorting individual units of a product into specified classes or grades of quality. √
- Standardisation lays down the standards or grade of quality. √
- Grading is the process of classifying agricultural products into categories according to their quality. √
- There should be no differentiation in terms of the products. √
- The quality of the final products can be measured against pre-determined standards, for example, all 55 inch TVs will look the same. √

Downloaded from Stanmorephysics.com

- Products that cannot be manufactured according to pre-determined standards are graded according to the quality of the product. √
- These are products that are harvested from nature and made available to consumers, for example, fruits, vegetables, eggs, or corn. √

Any other relevant answer related to standardisation and grading.

Heading (2)
Explanation (1)
Sub max (3)

Storage√√

- Refers to the storage of goods after having been produced, until it is consumed or dispatched to intermediaries, wholesalers or retailers. √
- The storage facility will be influenced by the type of goods that must be stored. √
- Storage is needed as goods must be often in the warehouse until the final consumer need the goods. √
- When goods are stores, they must be insured against fire/theft/damage etc. √
- It ensures that products are preserved to meet future demands. √
- It also bridges the gap between production and consumption. √
- The storage facility will be influenced by the type of goods that must be stored. √
- Any other relevant answer related to storage.

Heading (2)
Explanation (1)
Sub max (3)

Transport√√

- Products must be transported from storage facilities to intermediaries, wholesalers or retailers. √
- Transport also makes it possible for certain products to be exported to other countries. √
- The method of transport will be influenced by the type of products that must be transported. √
- Transport ensures that products are moved from the producer to the consumer. √
- It ensures that the final products reach the consumer when it is required. √
- Different modes of transport are available to manufacturers. These include road, sea, air, pipelines, and rail. √

Any other relevant answer related to transport.

Heading (2)
Explanation (1)
Sub max (3)

Financing√√

- Capital is used to meet the financial needs of businesses involved in the various marketing activities. √
- Finance is required to achieve the marketing objectives e.g., the marketing function must take into account the cost of advertising. √
- Financing in the form of cash, credit or loans is needed to bridge the gap from when the product is completed to when the customer pays for it. √
- Refers to the act of obtaining funds to ensure that businesses can operate effectively in pursuit of the organisations' objectives. √
- The business acquires funding from financial institutions/investors to expand/maintain operations. √
- Loan financing is available from financial institutions and must be repaid with interest over a certain period. √
- Equity funding is available from private investors in return for a percentage of ownership of the business. √

Downloaded from Stanmorephysics.com

Any other relevant answer related to financing.

Heading (2)
Explanation (1)
Sub max (3)

Risk-bearing√√

- The business enterprise carries the risks involved with owning the goods. √
- There is a possibility that products can be damaged /stolen/outdated which may result in financial losses. √
- The factory or the warehouse can, for example, catch fire, goods can be stolen, or goods can perish. √
- Investments in business opportunities are subject to constant risks, despite the prediction of positive results. √
- The first risk bearer of a business venture is the entrepreneur and shareholders in a business. √
- Risk bearing provides businesses with the opportunity to reduce losses incurred should a business venture not succeed by sharing the risk with another party. √
- The first risk bearer of a business venture is the entrepreneur and shareholders in a business. √
- Insurance companies are prepared to share certain risks with the entrepreneur and shareholders. √

Any other relevant answer related to risk bearing.

Heading (2)
Explanation (1)
Sub max (3)

Buying and selling√√

- Buying and selling are concerned with the exchange process. √
- The buying function deals with searching for customers. √
- The selling function deals with promoting the product. √
- Some businesses need to buy raw materials in order to manufacture the final products, while some businesses buy and sell goods and services. √
- It is an integral part of any business activity. √
- Consumers buy the finished products for consumption. √

Any other relevant answer related to buying and selling.

Heading (2)
Explanation (1)
Sub max (3)

NOTE: Mark the first TWO (2) only. **Max (6)**

3.4 The purpose of packaging

- Packaging is needed to contain√ the item or product. √
- Protects the product√ from breakage, gems, moisture or spoilage. √
- Promotes the product√ by indicating the brand and trademark of the company and product. √
- Prevent tampering√ or theft of a product. √
- Improves convenience√ in use or storage of a product. √
- Contains information about the product√, including uses, any harmful warnings or dosage requirements. √
- Make product easier to identify√
- Differentiates the product√ from other competing products. √
- Attracts attention to show value of the product√ as a marketing tool√
- Links the product to the promotion strategy√ used to promote the product. √

Downloaded from Stanmorephysics.com

- Reduces storage costs √ by minimising breakage. √

Any other relevant answer related to the purpose of packaging.

Max (4)

3.5 The importance of trademarks to businesses

- A trademark establishes an identity/reputation.√√
- A registered trademark protects businesses against competitors who sell similar products. √√
- A well-known trademark helps to make a brand instantly recognisable.√√
- Offers a degree of protection because branded products can be traced back to the manufacturer. √√
- Businesses can use trademarks to market/advertise their products. √√

Any other relevant answer related to the importance of trademarks to businesses.

Max (4)

3.6.1 Precautionary measures from the scenario

- ZM strives to develop a culture of safety in the workplace. √
- All workers are properly trained on how to use machinery. √

NOTE: 1. Mark only the first TWO (2) answers.
2. Only award marks for responses quoted from the scenario. Max (2)

3.7 Aspects to consider during production control

Planning√√

- Production planning of each aspect of the overall process. √
- It includes the layout of a factory to suit the production system. √
- It will determine the flow of materials to optimise the process. √
- The planning has to cover all aspects of the production process such as the factory layout based on the optimal flow of material. √
- It includes decisions on the purchasing of the materials, machinery and equipment and staffing. √
- The process must include budgets, machines, and the calculation of how many workers will be required to achieve the expected output. √

Any other relevant answer related to planning.

Heading (2)
Explanation (1)
Sub max (3)

Routing√√

- Involves planning is the sequence in which the production operations will take place. √
- It establishes the best and cheaper way to sequence the production process. √
- Setting up of the actual route which the materials must follow in the process to save time and costs. √
- Routine determines the following aspects:
  - Quality and type of raw materials
  - Manufacturing process and sequence
  - Specification of the final product
  - Cost analysis of the whole process

Any other relevant answer related to routing.

Heading (2)
Explanation (1)
Sub max (3)

Loading√√

Downloaded from Stanmorephysics.com

- Involves planning who will be responsible for each activity identified during the routing process. √
- Involves allocating every person/machine to their task. √
- Loading calculates the amount of time each machine will need to operate during a day.√
- It also indicates which machines are not being used to their full capacity. √
- It is linked to the output required to fulfil orders and prevent the overloading of employees and machines. √

Any other relevant answer related to loading.

Heading (2)
Explanation (1)
Sub max (3)

Scheduling√√

- Scheduling involves the timing of the production process. √
- It priorities certain jobs and determine which jobs need to be completed before the next one can take place. √
- Scheduling takes into consideration the routing and loading of both labour and machinery. √
- Involves calculating the time required to perform each activity in the manufacturing process. √
- Planning when each activity should start, and then calculating the time required to complete the whole process. √
- Time periods that need to be worked out considering the preparations of raw material/delivery of raw materials/delivery of final products etc. √
- Scheduling is affected by capacity and size of the business/availability of staff/machinery and materials. √
- The more detailed the schedule the better a resource it will be for controlling the process. √
- Determination of the time for delivering raw materials, and delivering final products, and so on. √
- Any other relevant answer related to scheduling.

Heading (2)
Explanation (1)
Sub max (3)

NOTE: Mark the first TWO (2) only. **Max (6)**

3.8 The advantages of production planning

- Planning allows an entrepreneur to ensure that every machine and worker is used to their full capacity√ and not left with nothing to do. √
- The company can ensure that it has the correct amount of supplies√ and stock at a given time. √
- This reduces wastage√ and unnecessary storage costs. √
- Planning will prevent time being wasted√ and increase the number of final products. √
- Planning process involves quality checks√ and ensures that the correct quality is reached in the shortened possible time. √

Any other relevant answer related to the advantages of production planning.

Downloaded from Stanmorephysics.com

Max (4)

3.9 Ways in which businesses can comply with the Occupational Health and Safety Act

- Workers must be provided with protective gear to protect themselves against potential dangerous situations. √√
- First aid boxes must be readily available at the workplace and in the factory. √√
- Fire extinguishers must be readily available at the workplace and in the factory. √√
- Machinery must be maintained at regular intervals and repaired promptly. √√
- Implement the SAFE steps as follows:
    - S: spot the hazard
    - A: assess the risk
    - F: fix the problem
    - E: evaluate the results√√

Any other relevant answer related to the ways in which businesses can comply with the Occupational Health and Safety Act.

Max (4)

BREAKDOWN OF MARKS

QUESTION 3	MARKS
3.1	4
3.2.1	6
3.3	6
3.4	4
3.5	4
3.6.1	2
3.7	6
3.8	4
3.9	4
TOTAL	40

[40]

Downloaded from Stanmorephysics.com

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Components of the micro-environment

- The business vision, mission statement, goal and objectives√
- organisational structure √
- organisational resources √
- organisational culture √
- management and leadership√
- eight business functions√

NOTE: Mark the first FOUR (4) only. **Max (4)**

4.2 Type of lobbying done in each statement below

4.2.1 Influencing supervisory body/regulators√√ (2)

4.2.2 Hedging against inflation√√ (2)

4.2.3 Bargaining sessions between management and unions√√ (2)

4.3 The negative impact of dumping on businesses

- Loss of profits√ as some local producers cannot compete with cheaper prices. √
- Businesses may lose revenue√ and be forced to shut down their operations. √
- Can lead to a decrease in local production√ and loss of jobs. √
- Local businesses are unable to produce the same products√ at an equal or lower price.√

Any other relevant answer related to the negative impact of dumping on businesses.

Max (6)

4.4 Projects that can be undertaken by businesses as part of social responsibility

- Businesses must allow employees to get involved in social development programmes. √√
- Businesses must protect the environment and participate in community upliftment programmes. √√
- Engage in environmentally friendly campaigns such as recycling or re-using scarce resources. √√
- Businesses must support less fortunate people, by providing donations to charity organisations. √√
- HIV and Aids awareness programmes.√√

Any other relevant answer related to the projects that can be undertaken by businesses as part of social responsibility.

Max (4)

BUSINESS OPERATIONS

4.5.1 Pricing technique from the scenario

- Psychological pricing √√

OR

- Penetration pricing √√

NOTE: Mark the first ONE (1) only **Max (2)**

4.5.2 The importance of pricing

- The pricing process needs to consider√ flexibility/discount/territory/life cycle status/allowance. √

Downloaded from Stanmorephysics.com

- Pricing affects the number of products the an enterprise is able to sell√, which in turn, affects profitability. √
- The price of a product can influence the consumers' attitude√ towards the product or the brand. √
- If the is believed to be too high√, fewer consumers may buy the product. √
- If the price is too low√, consumers may perceive the good as being of poor quality. √
- The pricing policy should explain when and to whom√ discounts will be granted. √
- The price of a product must make provision√ for transport costs. √
- The price of a product must make provision√ for VAT. √
- Low sales result in stockpiles of unsold product that have to be stored√ and not repaying the cost of manufacturing that product. √
- It defines the value of the product√ in terms of production costs and customer use. √
- It is a tangible price point√ that lets customers know whether the product will be worth their time and investment. √

  Any other relevant answer related to the importance of pricing.

Max (6)

4.6 The reasons why manufacturers may prefer to make use of the direct distribution method

- Manufacturers have control√ over the product and marketing. √
- They achieve better end-user price√ as there are no intermediary costs. √
- The business does not need to share its profit margin√ with intermediaries. √
- Products become very expensive√ once all the intermediaries have added their own mark-ups. √
- There is direct contact with target market√ for feedback and improvements. √
- Sales staff provide customer information√ for future market research. √
- Selling through the internet allows smaller businesses to market their products√ all over the world. √
- Businesses websites√ can serve as both a distribution method and a promotion method.√
- Well trained sales staff are able to promote products effectively√ and establish good relationships with customers. √
- Suitable intermediaries may not be available√/Intermediaries may not be willing to sell the particular product on behalf of the manufacturer. √

  Any other relevant answer related to the reasons why manufacturers may prefer to make use of the direct distribution method.

Max (4)

4.7 Total Quality Management as part of quality management systems

- Total Quality Management involves every part of the business√, and quality is everyone's responsibility, including every department and employee. √
- The main aim of TQM is to improve the quality of products and services√ in order to satisfy the needs of customers beyond their expectations. √
- Continuous improvement is the foundation of TQM√. This means that all techniques, systems and machinery used must be subjected to continuous improvement. √
- It is the responsibility of each employee√ to take care of his/her own quality. √
- Machines and equipment√ are checked regularly. √

Downloaded from Stanmorephysics.com

- All input including raw materials are checked thoroughly √ and discussions are held on how to improve quality. √
- Management ensures that each employee√ is responsible for the quality of his/her work/actions. √

Any other relevant answer related to TQM as part of quality management systems.

Max (4)

4.8 The placement procedure

- The new employee must be placed where he/she will add the most value to the business. √√
- The placement procedure outline specific responsibilities/expectations new position√√
- Determine the employee's strengths/weaknesses/skills/ interests by subjecting him to various psychometric tests. √√
- Determine the relationship/similarities between the expectations of the position and the competencies of the new employee. √√

Any other relevant answer related to the placement procedure.

Max (4)

BREAKDOWN OF MARKS

QUESTION 4	MARKS
4.1	4
4.2	6
4.3	6
4.4	4
4.5.1	2
4.5.2	6
4.6	4
4.7	4
4.8	4
TOTAL	40

[40]

TOTAL SECTION B: 80

Downloaded from Stanmorephysics.com

SECTION C

QUESTION 5: BUSINESS ENVIRONMENTS (CONTEMPORARY SOCIO-ECONOMIC ISSUES)

5.1 Introduction

- Embarking on industrial action is a last resort for employees when they are no longer able to negotiate with the employer. √
- Inflation is the general increase in prices and the decrease in the purchasing power of money. √
- The Labour Relations Act encourages fair labour practice for employees. √
- A trade union is an association formed by workers to represent and protect their rights in the workplace. √

  Any other relevant introduction related to the meaning of industrial relations, the impact of inflation and illiteracy, the purpose of the Labour Relations Act, the functions of trade unions.

Any (2 x 1) (2)

5.2 The meaning of industrial relations

- Industrial relations refer to the relationship√ between the employer and employees. √
- It influences the way in which businesses√ are guided by the Labour Relations Act. √
- The term "industrial relations" explains the relationship between employees and the management√ that stems directly or indirectly from union versus the employer relationship. √
- Types of industrial actions include Strikes√, Go-slows, Lockouts. √

  Any other relevant answer related to the meaning of industrial relations.

Max (8)

5.3 The negative impact of the following socio-economic issues on businesses

5.3.1 Inflation

- Inflation increases√ the costs of raw materials and other inputs. √
- This leads to optimum productivity√ whereby businesses have to produce the maximum possible output using the least possible input. √
- It decreases consumer spending√ resulting to decreased sales and profitability. √
- Employees may be retrenched which increases unemployment√ and decreases buying power even further. √
- Business sales will decrease√ because of reduced consumer spending in goods and services. √
- Business will have less money to spend on producing goods√ if the cost of raw materials increases. √
- Reduced sales figures√ could lead to the businesses implementation cost saving model. √

  Any other relevant answer related to the impact of inflation.

Sub max (8)

5.3.2 Illiteracy

- Business sometimes needs to employ people√ even though they do not have the correct skills. √
- Training of these employees can be very costly√ and the business suffers a financial loss.√
- Employees without the correct skills can also be the cause of accidents in the workplace√ and this could impact on the image of the business. √
- Difficult to market products√ to people who cannot read or write. √
- Businesses may find it difficult to enter into written contracts√ with illiterate individuals. √

Downloaded from Stanmorephysics.com

- Little to no literacy skills puts people at a disadvantage when trying to find employment√ or when trying to learn a new skill. √
- High levels of illiteracy in communities may force businesses to contribute towards educational programmes√ to minimise its impact. √
- There is a strong link between unemployment and illiteracy√ as businesses cannot employ people who cannot read or write. √

Any other relevant answer related to the impact of illiteracy.

Sub max (8)
Max (16)

5.4 The purpose of the Labour Relations Act (no.66 of 1995)

- Provides a framework where the employees, trade unions and employers work together to discuss matters relating to employment√, e.g. wages, conditions of employment. √
- Promotes orderly negotiations√ and employee participation decision making in the workplace. √
- Promotes resolution√ of labour disputes. √
- Promotes fair√ employment practices. √
- Outlines the relationship√ between employees and employers. √
- Provides simple procedures for the registration√ of trade unions and employers' organizations. √
- Regulates the rights of trade unions√ and facilitates collective bargaining. √
- Regulates the effectiveness√ of bargaining councils and statutory councils. √
- Establishes workplace forums to promote the interest of all employees in the workplace√ whether they belong to the trade union or not. √
- Allows workplace forums√ where employees may participate in decision making. √
- Establishes the Commission for Conciliation, Mediation and Arbitration (CCMA) to resolve labour disputes√ through statutory conciliation, mediation and arbitration. √
- Endorses the right to strike√ against retrenchments, and facilitates labour disputes.
- Clarifies the transfer of contracts√ of employment procedures. √
- Establishes Labour Courts and Labour Appeal Courts√ to deal with labour issues. √

Any other relevant answer related to the purpose of the Labour Relations Act.

Max (14)

5.5 The functions of trade unions in the workplace

- Improves conditions of employment. √√
- Ensures that all employees are treated equally in the workplace√√
- Representing the interest of general society and minority groups through media and negotiations. √√
- Influencing government decisions. √√
- Representing employees corporately and individually. √√
- Improving material benefits of their members. √√
- Establishing minimum economic and legal conditions/influencing economic policy and law. √√
- Playing a role as moral institutions that will uplift the weak and oppressed and give them the dignity and justice they deserve. √√
- Protecting workers from unfair labour practices and unfair dismissal. √√
- Take legal action on behalf of members when necessary√√
- Any other relevant answer related to the functions of trade unions in the workplace.

Max (8)

5.6 Conclusion

- Businesses should address employees concerns to prevent unnecessary industrial action.√√

Downloaded from Stanmorephysics.com

- Businesses should have a clear understanding of the negative impact posed by inflation and illiteracy on their operations. √√
- Businesses must familiarise themselves with the Labour Relations Act to ensure they treat employees fairly and minimise being taken to Labour Court. √√
- Businesses should work with rather than against trade unions to ensure a happy working environment. √√

Any other relevant conclusion related to the meaning of industrial relations, the impact of inflation and illiteracy, the purpose of the Labour Relations Act, the functions of trade unions.

Any (2 x 2) (2)

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	**Max 32**
Meaning of industrial relations	8	
Negative impact of socio economic issues on businesses	16	
Purpose of the Labour Relations Act	14	
Functions of a trade union	8	
Conclusion	2	
INSIGHT		
Layout		**2**
Analysis / Interpretations		**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.

Downloaded from Stanmorephysics.com

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

6.1 Introduction

- A job analysis consists of a job description and a job specification. √
- An interviewer is the individual that holds the interview conversation with a prospective employee. √
- Induction refers to the process of introducing new employees to the business and its related aspects.√
- An employment contract is the contract of employment signed between the employer and employee when the candidate is appointed to a position. √

  Any other relevant introduction related to the difference between a job description and job specification, the role of the interviewer during the interview, the purpose of induction, or the legal requirements of an employment contract.

Any (2 x 1) (2)

6.2 The role of the interviewer during the interview

- Allocate the same amount of time to each candidate. √√
- Introduce members of the interviewing panel to each candidate/interviewee. √√
- Make the interviewee feel at ease. √√
- Explain the purpose of the interview. √√
- Ask open ended, work related questions. √√
- Do not mislead the interviewee. √√
- Provide an opportunity for the interviewee to ask questions. √√
- Close the interview by thanking the interviewee for attending the interview. √√

  Any other relevant answer related to the role of the interviewer during the interview.

Max (14)

6.3 The differences between job description and job specification

JOB DESCRIPTION	JOB SPECIFICATION
A documented description of the position and the work or duties to be performed. √√	A documented description of the prerequisite skills, qualifications and experience needed for the position. √√
This is described as the nature, type of duties, and responsibilities associated with a specific position. √√	This is described as the personal qualities, skills, and qualifications required for a specific position. √√
Key performance areas and duties for a certain position, such as the job title and working conditions are stipulated in the job description. √√	Key aspects such as qualifications required, unusual work requests (like working over the Christmas period), and willingness to travel, are stipulated in the job specification. √√
Sub max 4	**Sub max 4**

Max (8)

6.4 The purpose of induction

- To introduce new employees to management/colleagues √ to establish relationships with fellow colleagues at different levels. √
- Create opportunities √ for new employees to experience/explore different departments. √
- Explain safety regulations and rules √, so that new employees will understand their role/responsibilities in this regard. √
- Communicate information √ about the products/services of the organisation√
- Allow new employees the opportunity to ask questions √ that will reduce insecurity/anxiety/fear. √

Downloaded from Stanmorephysics.com

- Make new employees feel welcome √ by introducing them to their physical work space. √
- Create a feeling √ of security. √
- Create realistic √ expectations. √
- Ensure that the new employee become productive √ as soon as possible. √
- Inform new employees about the rules √, policies, standard procedure, and communication channels. √
- Make new employees √ to feel welcome. √

Any other relevant answer related to the purpose of induction.

Max (16)

6.5 The legal requirements of the employment contract

- Both the employer and employee should agree to any changes to the contract. √√
- During the employment term, aspects of the contract can be renegotiated if necessary. √√
- No changes may be made to the employment contract by any of the parties. √√
- The contract must be signed by both the employer and employee. √√
- A code of conduct and ethics should be included in the employment contract. √√
- The terms and conditions of the contract must be explained to the employee. √√
- The contract may not contain any requirements that conflict with the Basic Conditions of Employment Act (BCEA), No. 75 of 1997. √√
- Any other relevant answer related to the legal requirements of the employment contract.

Max (8)

6.6 Conclusion

- The human resources manager must know the difference between a job description and a job specification, so that a good job analysis can be created which gives sufficient information to potential applicants.
- The interviewer must know their role during an interview to ensure that all candidates get the same opportunity to impress the managers and staff at the business.
- Businesses must know the purpose of induction to ensure the new employee is inducted correctly and this minimises any confusion.
- Businesses must know the legal requirements of an employment contract to ensure contracts given to employees are correct and to prevent any confusion.
- Any other relevant conclusion related to the difference between a job description and job specification, the role of the interviewer during the interview, the purpose of induction, or the legal requirements of an employment contract.

Any (2 x1) (2)

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

DETAILS	MAXIMUM	TOTAL
Introduction	2	**Max 32**
The role of the interviewer during the interview	14	
Difference between job description and job specification	8	
The purpose of induction	16	
The legal requirements of an employment contract	8	
Conclusion	2	
INSIGHT		

Downloaded from Stanmorephysics.com

Layout		**2**
Analysis / Interpretations		**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.

TOTAL SECTION C: 40

TOTAL: 150



