 Province of the

EASTERN CAPE

EDUCATION

**DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)**

**HOME SCHOOLING SELF-STUDY ANSWER SHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **15/05/2020** |
| **TOPIC** | **BUSINESS OPERATIONS** | **TERM 1**  **REVISION** | **X** | **TERM 2 CONTENT** | **X** |

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| **QUESTION 1: BUSINESS OPERATIONS** | | |  |
| 1.1 | **Recruitment** | |  |
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|  | 1.1.1 | Job analysis   |  |  | | --- | --- | | **COMPONENTS** | **EXAMPLES** | | A Job description√√ | 1. The receptionist is responsible for making bookings and arranging transport for guests. √  2. He / She manages the system for the safe-keeping of the guests' valuables. √ | | B Job specification√√ | 1. Applicants must have a Diploma in Administration Management. √  2. Speaking, reading and writing in English are compulsory. √  3. Three years' experience in the hospitality industry will be an advantage. √ | | Sub-max (4) | Sub-max (4) |   **NOTE: Do not allocate marks for examples that are not linked to components. Max** | (8) |
|  |  |  |  |
|  | 1.1.2 | **External recruitment**√√  **Motivation**  The post has been advertised in the local newspaper. √  Identification (2)  Motivation (1)  Max (3) | (3) |
|  |  | |  |
|  | 1.1.3 | **Role of the interviewee/applicant during the interview**   * Greet the interviewer by name√ with a solid handshake and a friendly smile. √ * Listen carefully to the questions√ before responding. √ * Make eye contact√ and have good posture/body language. √ * Show confidence√ and have a positive attitude/and be assertive. √ * Be inquisitive√ and show interest in the business. √ * Ask clarity seeking√ questions. √ * Show respect√ and treat the interview with its due importance. √ * Be honest about mistakes√ and explain how you dealt with it. √ * Know your strengths and weaknesses√ and be prepared to discuss them. √   Any other relevant answer related to the role of the interviewee/applicant during the interview. Max | (8) |
|  |  |  |  |
| 1.2 | **Screening**   * Check application documents√ against the requirements of the job. √ * Candidates who meet the minimum requirements√ are separated from others. √ * Do background/credit/reference checks of applicants√ who qualify for the job. √ * Prepare a shortlist√ of suitable candidates after screening. √   Any other relevant answer related to screening as part of the selection procedure. Max | | (4) |
|  |  | |  |
| 1.3 | **Benefits of a good quality management system.**   * Effective customer services are rendered√, resulting in increased customer satisfaction. √ * Time and resources√ are used efficiently. √ * Productivity increases√ through proper time management/using high quality resources. √ * Products/Services are constantly improved√ resulting in increased levels of customer satisfaction. √ * Vision/Mission/Business goals√ may be achieved. √ * Business has a competitive advantage√ over its competitors. √ * Regular training√ will continuously improve the quality of employees' skills/knowledge. √ * Employers and employees will have a healthy working relationship√ resulting in happy/productive workers. √ * Increased market share/more customers√ improves profitability. √ * Improves business image√, as there is less defects/returns. √   Any other relevant answer related to the benefits of a good quality management system.  Max | | (8) |
| 1.4 | **Distinguish between quality control and quality assurance.** | |  |
|  | |  |  | | --- | --- | | **QUALITY CONTROL** | **QUALITY ASSURANCE** | | * Inspection of the final product√ to ensure that it meets the required standards. √ | * Carried out during and after the production process√ to ensure required standards have been met at every stage of the process. √ | | * Includes setting targets/measuring performance√ and taking corrective measures. √ | * Ensure that every process is aimed at getting the product right first time√ and prevent mistakes from happening again. √ | | * Any other relevant answer related to quality control. | * Any other relevant answer related to quality assurance. | | Sub-max (2) | Sub-max (2) |   **NOTE: 1. The answer does not have to be in tabular format.**  **2. The distinction must be clear. Max** | | (4) |
| 1.5 | **Business functions** | |  |
|  |  |  |  |
|  | 1.3.1 | **Quality indicators for the general management function**   * Develop/Implement/Monitor effective strategic plans. √√ * Efficient organisation/allocation of business resources to provide for the successful achievement of long-term and short-term plans. √√ * Structured standards/norms are in place to implement control mechanisms. √√ * Continuously aware of/Understand changes in the business environment. √√ * Establishes priorities to give clear direction. √√ * Shared vision, mission and values are communicated effectively. √√ * The general management sets an example of the behaviour that is expected from employees in terms of ethics as well as productivity. √√ * Employees have the necessary resources needed to do their work/Effective allocation of resources. √√ * The business is proactive and always seeks to improve competitive advantage over competitors. √√ * Ensure that all departments/the business meet their deadlines/targets. √√ * Management must plan/organise/control/lead effectively. √√   Any other relevant answer related to the quality indicators of the general management function. Max | (4) |
|  |  |  |  |
|  | 1.3.2 | **Quality indicators for purchasing function**   * Buying raw materials in bulk at lower prices. √√ * Required quantities are delivered at the right time and place. √√ * Selecting reliable suppliers that render the best quality raw materials/capital goods at reasonable prices. √√ * Placing orders timeously and ensuring regular follow-ups so that goods are delivered on time. √√ * Effective co-ordination between purchasing and production departments so that purchasing staff understand the requirements of the production process. √√ * Implementing and maintaining stock control systems to ensure the security of stock. √√ * Maintaining optimum stock levels to avoid overstocking/reduce out-dated stock. √√ * Monitoring/Reporting on minimum stock levels to avoid stock-outs. √√ * Effective use of storage space/Maintain product quality while in storage. √√ * Involving suppliers in strategic planning/product design/material selection/quality control process. √√ * Ensuring that there is no break in production due to stock shortages. √√ * Establishing relationships with suppliers so that they are in alignment with the business's vision/mission/values. √ √ * Having a thorough understanding of supply chain management. √√   Any other relevant answer related to the quality indicators for the purchasing function.  Max | (4) |
|  |  |  |  |
| 1.6 | Total Quality Management (TQM) | |  |
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|  | 1.6.1 | Total client/customer satisfaction√√  Motivation   * The marketing department conducted customer surveys to analyse the needs of customers. √ * Customers were requested to comment on the quality of CL's bags/after sale services. √   Identification (2)  Motivation (1)  Max | (3) |
|  |  |  |  |
|  | 1.6.2 | **Impact of Total client/customer satisfaction on CL as a large business**  **Positives/Advantages**   * Market research/Customer surveys√ measure/monitor customer satisfaction/ analyse customers' needs to keep customers informed. √ * Increased competitiveness√ as CL is aware of market changes. √ * Increased profitability√ as more goods and services are sold/sales increase. √ * Continuously promote√ a positive business image. √ * Achieve a state of total customer satisfaction, as CL applies sound business practices √ that include all stakeholders. √ * Align cross-functional teams across critical processes√ to fulfil customer expectations. √ * Higher customer loyalty/retention√ as CL satisfies more needs. √ * Charge higher prices√ as high quality products/services are rendered. √ * Gain access√ to the global market. √   Any other relevant answer related to the positives/advantages of total client/customer satisfaction on CL as a large business.  **AND/OR**  **Negatives/Disadvantages**   * Employees often do not have a clear idea of what will satisfy customers' needs √, as they seldom come into contact with them. √ * Monopolistic companies have increased bargaining power√, as they do not necessarily have to please customers. √ * Not all employees√ may be involved in/committed to total client satisfaction. √   Any other relevant answer related to the negatives/disadvantages of total client/customer satisfaction on CL as a large business. Max | (6) |
|  |  |  |  |
|  | 1.6.3 | PDCA model/cycle in the continuous improvement to processes and systems   * Plan√   + CL should identify the problem. √   + Develop a plan for improvement to processes and systems. √   + Answer questions such as 'what to do' and 'how to do it'. √   + Plan the method and approach. √ Sub-max (2) * Do√   + CL should implement the change on a small scale. √   + Implement the processes and systems. √   Sub-max (2)   * Check/Analyse√   + Use data to analyse the results of change. √   + Determine whether it made a difference. √   + Check whether the processes are working effectively. √   + CL should assess, plan and establish if it is working/if things are going according to plan. √ Sub-max (2) * Act as needed√   + Institutionalise the improvement. √   + Devise strategies on how to continually improve. √   + If the change was successful, implement it on a wider scale. √   + Continuously revise the process. √   Sub-max (2)  Any other relevant answer related to how CL can use the PDCA model/cycle to continuously improve their processes and systems.  **NOTE: 1. Do not award marks for the impact of continuous improvement to**  **processes and systems.**  **2. The step could be integrated in the explanation.**  **Step (1)**  **Explanation (1)**  **Max**  **BREAKDOWN OF MARKS**   |  |  | | --- | --- | | **1.1.1** | **8** | | **1.1.2** | **3** | | **1.1.3** | **8** | | **1.2** | **4** | | **1.3** | **8** | | **1.4** | **4** | | **1.5.1** | **4** | | **1.5.2** | **4** | | **1.6.1** | **3** | | **1.6.2** | **6** | | **1.6.3** | **8** | | **TOTAL** | **60** | | (8) |
|  |  |  | **[60]** |
|  |  |  |  |
| **QUESTION 2 BUSINESS OPERATIONS (HUMAN RESOURCES)** | | |  |
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| 2.1 | **Introduction**   * Induction is the process of introducing new employees to a business/work environment. √ * A good induction programme will enable the new employee to settle in quickly. √ * Businesses should ensure that induction is done before the employee starts in his/her new position. √ * Placement is the process of assigning employees in/to a vacant position where they will function optimally. √ * All training programmes should be conducted within the framework of the Skills Development Act to develop the skills of the employees. √ * Employers and employees should adhere to the terms and conditions of the employment contract. √   Any other relevant answer related to induction/placement/Skills Development Act/employment contract. Max (2) | |  |
|  |  |  |  |
| 2.2 | **Purpose of induction/Content of an induction programme** | |  |
|  | **2.2.1 Purpose of induction** | |  |
|  | * 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 Sipho Traders. √ * Allow new employees the opportunity to ask questions√ that will put them at ease/reduce insecurity/anxiety/fear. √ * Make new employees feel welcome√ by introducing them to their physical work space. √ * Give new employees a tour/information√ about the layout of the building/office. √ * Improve skills√ through in-service training. √ * Familiarise new employees√ with the organisational structure/their supervisors. √ * Ensure that employees understand their roles/responsibilities√ so that they will be more efficient/productive. √ * Communicate business policies√ regarding ethical/professional conduct/procedures/employment contract/conditions of employment √, etc.   Any other relevant answer related to the purpose of induction. Sub-max (10) | | [40] |
|  |  | | **[100]** |
|  | **2.2.2 Aspects to be included in an induction program**   * Safety regulations and rules. √√ * Overview of the business. √√ * Information about the business products/services. √√ * Meeting with senior management who will explain the company's vision/values/job descriptions/daily tasks. √√ * Tour of the premises. √√ * Introduction to key people and immediate colleagues. √√ * Conditions of employment, e.g. working hours/leave application process/ disciplinary procedures √√, etc. * Administration details on systems/processes/logistics. √√ * Discussion of the employment contract and conditions of service. √√ * Discussion on personnel policies, e.g. making private phone calls/using the internet √√, etc. * Discussion on employee benefits. √√ * Corporate social responsibility programmes. √√   Any other relevant answer related to aspects that should be included in the induction program. **NOTE: Mark the first FIVE (5) only. (5 x 2) (10) Max (20)** | |  |
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| 2.3 | **Placement procedure**   * Sipho Traders should outline specific responsibilities/expectations of Kobie's new position. √√ * Determine the employee's strengths/weaknesses/skills/ interests by subjecting him to various psychometric tests. √√ * Sipho Traders should determine the relationship/similarities between the expectations of the position and the competencies of Kobie. √√   Any other relevant answer related to the placement procedure. Max (6) | |  |
|  |  | |  |
| 2.4 | **Implication of the Skills Development Act (SDA) on the Human Resources function**   * The human resources function should interpret the aims and requirements of the SDA√ and adapt workplace skills training programmes accordingly. √ * Identify the training needs of the employees√ and provide them with training opportunities so that they will perform their tasks efficiently. √ * Use the National Qualification Framework/NQF√ to assess the skills levels of employees. √ * Interpret/Implement the aims/requirements of the framework√ for the National Skills Development Strategy. √ * Assist managers in identifying skills/training needs√ to help them to introduce learnerships. √ * Sipho Traders should contribute 1% of their salary bill√ to the Skills Development Levy/SDL. √ * Ensure training in the workplace√ is formalised /structured. √ * Appoint a full/part time consultant√ as a Skills Development Facilitator. √   Any other relevant answer related to the implications of the Skills Development Act on the Human Resources function. **Max (8)** | |  |
|  |  | |  |
| 2.5 | **Aspects to be included in the employment contract**   * Personal details of the employee. √√ * Details of the business/employer e.g. name/address √√, etc. * Job title/Position. √√ * Job description. √√ * Job specification. √√ * Date of employment/commencement of employment. √√ * Place where employee will spend most of his/her working time. √√ * Hours of work, e.g. normal time/overtime. √√ * Remuneration, e.g. weekly or monthly pay. √√ * Benefits/Fringe benefits/Perks/Allowances. √√ * Leave, e.g. sick/maternity/annual/adoption leave. √√ * Employee deductions (compulsory/non-compulsory). √√ * Period of contract/Details of termination. √√ * Probation period. √√ * Signatures of both the employer and employee. √√ * List of documents that form part of the contract, e.g. appointment letter/code of conduct/ethics. √√ * Disciplinary policy, e.g. rules and disciplinary procedure for unacceptable behaviour. √√   Any other relevant answer related to the aspects of the employment contract.  **NOTE: 1. Mark the first SIX (6) aspects only.**  **2. Allocate a maximum of TWO (2) marks for each aspect when examples are used**  **as recommendations. Max (12)** | |  |
|  |  | |  |
| 2.6 | **Conclusion**   * Employees are one of the most important resources in any business, therefore their success should be guaranteed by an effective induction programme. √√ * Effective placement procedures will ensure that skilled and competent employees are retained. √√ * The human resources function has to co-ordinate and facilitate skills development in the workplace to ensure a competent staff. √√ * It is important that the employer and employees sign the employment contracts. √√   Any other relevant conclusion related to induction/placement/Skills Development Act/employment contract. Max (2) | |  |
|  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | PDCA model/cycle in the continuous improvement to processes and systems   * Plan√   + CL should identify the problem. √   + Develop a plan for improvement to processes and systems. √   + Answer questions such as 'what to do' and 'how to do it'. √   + Plan the method and approach. √ Sub-max (2) * Do√   + CL should implement the change on a small scale. √   + Implement the processes and systems. √   Sub-max (2)   * Check/Analyse√   + Use data to analyse the results of change. √   + Determine whether it made a difference. √   + Check whether the processes are working effectively. √   + CL should assess, plan and establish if it is working/if things are going according to plan. √ Sub-max (2) * Act as needed√   + Institutionalise the improvement. √   + Devise strategies on how to continually improve. √   + If the change was successful, implement it on a wider scale. √   + Continuously revise the process. √   Sub-max (2)  Any other relevant answer related to how CL can use the PDCA model/cycle to continuously improve their processes and systems.  **NOTE: 1. Do not award marks for the impact of continuous improvement to**  **processes and systems.**  **2. The step could be integrated in the explanation.**  **Step (1)**  **Explanation (1)**  **Max**  **BREAKDOWN OF MARK ALLOCATION**   |  |  |  | | --- | --- | --- | | **DETAILS** | **MAXIMUM** | **TOTAL** | | **Introduction** | **2** | **Max 32** | | **Induction: Purpose/Aspects** | **20** | | **Placement procedure** | **6** | | **Implication of the SDA on the Human Resources Function** | **8** | | **Aspects in the employment contract** | **12** | | **Conclusion** | **2** | | **INSIGHT** |  | **8** | | **Layout** | **2** | | **Analysis, interpretation** | **2** | | **Synthesis** | **2** | | **Originality/Examples** | **2** | | **TOTAL MARKS** |  | **40** | |  |  |  | | | | **[40]** |
|  | DBE Nov 2016 | | **[100]** |
|  |  | |  |