



Province of the  
**EASTERN CAPE**  
EDUCATION

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

**HOME SCHOOLING SELF-STUDY ANSWER SHEET**

<b>SUBJECT</b>	<b>BUSINESS STUDIES</b>	<b>GRADE</b>	<b>12</b>	<b>DATE</b>	<b>26/08/2020</b>
<b>TOPIC</b>	<b>BUSINESS ROLES</b>	<b>TERM 1 REVISION</b>		<b>TERM 2 &amp; 3 CONTENT</b>	

**QUESTION 1: BUSINESS ROLES**

- 1.1 1.1.1 Brainstorming ✓  
1.1.2 Force-field analysis ✓  
1.1.3 Nominal group technique ✓  
1.1.4 SCAMPER ✓

**1.2 Components of corporate social responsibility (CSR)**

- Environment/Environmental awareness✓
- Ethical corporate social investment✓
- Health and safety✓
- Corporate governance✓
- Business ethics✓
- Employment equity✓
- Supply chain✓ - Customers✓

(4)

- Community ✓  
**Any other relevant answer related to the components of CSR.**  
**NOTE: Mark the first FOUR (4) only.** (4 x 1) (4)

- 1.3 1.3.1 **Causes of conflict.**
- Constant infighting. ✓
  - Employees criticize each other's ideas from time to time. ✓ (2)

- 1.3.2 **Conflict resolution procedure / steps**
- Identify / Acknowledge that there is conflict. ✓✓
  - Analyse the cause(s) of conflict by breaking it down into different parts. ✓✓
  - Pre-negotiations may be arranged where members will be allowed to state their case / views separately. ✓✓
  - Arrange a meeting between conflicting team members. ✓✓
  - A time and place for discussion is arranged for negotiations where all members are present. ✓✓
  - Each member has the opportunity to express his / her own opinions / feelings / Conflicting members may recognise that their views are different. ✓✓
  - Devise / Brainstorm possible ways of resolving the conflict. ✓✓
  - Conflicting members agree on criteria to evaluate the alternatives. ✓✓
  - The best possible solution(s) is / are selected and implemented. ✓✓
  - Evaluate / Follow up on the implementation of the solution(s). ✓✓
  - Monitor progress to ensure that the conflict has been resolved. ✓✓
  - Any other relevant answer related to a positive analysis of conflict resolution techniques. (2 X 2) (Max) (4)

1.4 **Criteria for assessing successful team performance**

**Interpersonal attitudes and behaviour** ✓✓

- Members have a positive attitude of support and motivation towards each other. ✓
- Good/Sound interpersonal relationships will ensure job satisfaction/increase productivity of the team. ✓
- Members are committed/passionate towards achieving a common goal/ objectives. ✓
- Team leader acknowledges/gives credit to members for positive contributions. ✓

- Any other relevant answer related to interpersonal attitudes and behaviour as criteria for assessing successful team performance.

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

### **Shared values/Mutual trust and support**√√

- Shows loyalty/respect/trust towards team members despite differences. √
- Shows respect for the knowledge/skills of other members. √
- Perform team tasks with integrity/pursuing responsibility/meeting team deadlines with necessary commitment to team goals. √
- Any other relevant answer related to shared values/mutual trust and support as criteria for assessing successful team performance.

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

### **Communication**√√

- A clear set of processes/procedures for team work ensures that every team member understands his/her role. √
- Efficient/Good communication between team members may result in quick decisions. √
- Quality feedback improves the morale of the team. √
- Open/Honest discussions lead to effective solutions of problems. √
- Continuous review of team progress ensures that team members can rectify mistakes/act pro-actively to ensure that goals/targets are reached. √
- Any other relevant answer related to communication as criteria for assessing successful team performance.

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

### **Co-operation/Collaboration**√√

- Clearly defined realistic goals are set, so that all members know exactly what is to be accomplished. √
- Willingness to co-operate as a unit to achieve team objectives. √
- Co-operate with management to achieve team/business objectives. √



- Promotes customer loyalty√ resulting in increased sales/profit/more customers. √
- CSI projects promote teamwork√ amongst the employees of the business. √
- Business may enjoy tax advantages√, e.g. tax reduction/rebates. √
- Assist in addressing socio-economic issues√ e.g. poverty. √
- If the corporate sector gets voluntarily involved in CSI√, it is less likely that government will enforce the issue through legislation. √
- Employees feel like they are making a difference√ in working for this business. √
- It helps to retain staff/lower staff turnover√ as employees' health/safety is considered. √
- CSI helps to attract investors√ which may lead to expansion/growth. √
- Improves the health of its employees√ through focussed CSI programmes. √
- The business may become more community-based√ by working closely with the community to roll out skills development projects. √

Any other relevant answer related to the benefits of CSI for the businesses.

Max

(8)

#### 1.7 Correct procedure to deal with grievances

- Mr Cloete should verbally state his problem to his supervisor. √√
- The supervisor listens, investigates the problem and suggests solutions. √√
- If Mr Cloete is not satisfied with the suggested solution(s), he can submit a formal written complaint to the next level of management. √√
- The next level of management investigates the problem further, suggests a solution and makes a recommendation. √√
- If Mr Cloete is happy with the solution/resolution, the grievance is solved. √√
- If Mr Cloete is not satisfied, he must declare a dispute in which case the matter will be referred for mediation and arbitration to the CCMA/Labour court. √√

Any other relevant answer related to the correct procedure for dealing with grievances.

(3 X 2)

**NOTE: Accept the procedure in any order.**

Max

(6)

**TOTAL**

**[40]**