



Province of the
EASTERN CAPE
 EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET

SUBJECT	BUSINESS STUDIES	GRADE	12	DATE	26/08/2020
TOPIC	BUSINESS ROLES	TERM 1 REVISION		TERM 2 & 3 CONTENT	x
TIME ALLOCATION	30 MINUTES	MARKS: 40			
INSTRUCTIONS	INSTRUCTIONS AND INFORMATION 1 1. Answer ALL questions in the ANSWER BOOK. 2. 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 3. Read the instructions for each question carefully and take particular note of what is required. 4. Except where other instructions are given, answers must be in full sentences. 5. Use the mark allocation and nature of each question to determine the length and depth of an answer. 6. Write neatly and legibly.	<u>TIPS TO KEEP HEALTHY</u> 1. WASH YOUR HANDS thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%. 2. PRACTICE SOCIAL DISTANCING – keep a distance of 1m away from other people. 3. PRACTISE GOOD RESPIRATORY HYGIENE: cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use. 4. TRY NOT TO TOUCH YOUR FACE. The virus can be transferred from your hands to your nose, mouth and eyes. It can then enter your body and make you sick. 5. STAY AT HOME.			

QUESTION 1: BUSINESS ROLES

- 1.1 Indicate the problem-solving technique represented in EACH of the following statements
- 1.1.1 Brendon gives his employees the opportunity to suggest ideas randomly, which are then written on a chalk board.
 - 1.1.2 The management of Fast Express LTD has listed the advantages and disadvantages of changing their business structure.
 - 1.1.3 The employees of Shosholaza Construction have been requested to generate quietly as many ideas as possible and then to share them with other employees.
 - 1.1.4 Coastal Brick & Tile requested their employees to explore different ways to modify their products.
- 1.2 Name FOUR components of corporate social responsibility (CSR). (4)
- 1.3 Read the scenario below and answer the questions that follow. (4)
- Patrick works at Sunrise Enterprise as a team leader. Although the team works well together, they do experience huge problems. There are constant infighting and employees criticize each other's ideas from time to time. Sam, one of the employees, believes his way is the only way.
- 1.3.1 Quote from the above scenario TWO causes of conflict. (2)
 - 1.3.2 Discuss procedures that Sunrise Enterprise would apply to overcome conflict that teams usually experience. (4)
- 1.4 Describe TWO criteria for assessing successful team performance. (6)

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

SMOOTH FURNITURE LTD (SF)

Smooth Furniture Ltd wanted to change the design of some of their furniture. Employees were requested to suggest new ideas in a large group without working individually. These ideas were used to inspire new thoughts. The management of SF evaluated the advantages and disadvantages of each idea.

1.5.1 Identify TWO problem-solving techniques used by Smooth Furniture Ltd. Quote from the scenario above to support your answer. (6)

1.6 Discuss the benefits of corporate social investment (CSI) for businesses. (8)

1.7 Mr Cloete was treated unfairly in the workplace and decided to stay away from work. Advise Mr Cloete on the correct procedure to deal with his grievance. (6)

TOTAL [40]