



Province of the
EASTERN CAPE
 EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET

SUBJECT	BUSINESS STUDIES	GRADE	12	DATE	01/07/2020
TOPIC	BUSINESS OPERATIONS	TERM 1 REVISION		TERM 2 CONTENT	x
TIME ALLOCATION	35 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 OPERATIONS

DBE/Nov 2019

1.1 Name FOUR methods/sources of external recruitment. (4)

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

KHAN PRIVATE HOSPITAL (KPH)
Khan Private Hospital has advertised a vacancy for a nurse. The advertisement includes the following aspects regarding the position:
<ul style="list-style-type: none">• Applicants must have a diploma in nursing as a minimum requirement.• Responsible for observing patients and giving medication.• Two years' experience in nursing will be an advantage.• Compiling daily reports on the progress of the patients.
The advertisement indicates that only shortlisted candidates will be contacted for an interview.

1.2.1 Quote TWO examples of job description and TWO examples of job specification in the scenario above.

Use the table below as a GUIDE to answer QUESTION 1.2.1.

JOB DESCRIPTION	JOB SPECIFICATION
1	
2	

(4)

1.2.2 Explain the role of the interviewee/applicant during the interview. (4)

1.3 Evaluate the impact of fringe benefits on businesses. (6)

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

PURPLE ENTERPRISE (PE)
Purple Enterprise is a large retail business that provides a variety of products. They prepare their own accounting records to ensure accurate tax payments. PE responded quickly when one of their clients was not happy with their service.

Identify TWO business functions that are applicable to PE. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 1.4.

BUSINESS FUNCTIONS	MOTIVATION
1	
2	

(6)

1.5 Discuss the impact of TQM if poorly implemented by businesses.

(8)

1.6 Recommend ways in which the quality of performance of the purchasing function could contribute to the success of the business.

(8)

TOTAL

[40]