



Province of the  
**EASTERN CAPE**  
 EDUCATION

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

**HOME SCHOOLING SELF-STUDY WORKSHEET**

<b>SUBJECT</b>	<b>BUSINESS STUDIES</b>	<b>GRADE</b>	<b>12</b>	<b>DATE</b>	<b>08/07/2020</b>
<b>TOPIC</b>	<b>BUSINESS ENVIRONMENTS &amp; BUSINESS OPERATIONS</b>	<b>TERM 1 REVISION</b>	<b>x</b>	<b>TERM 2 CONTENT</b>	<b>x</b>
<b>TIME ALLOCATION</b>	<b>30 MINUTES</b>	<b>MARKS: 30</b>			
<b>INSTRUCTIONS</b>	<b>INSTRUCTIONS AND INFORMATION 1</b> 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.	<b><u>TIPS TO KEEP HEALTHY</u></b> 1. <b>WASH YOUR HANDS</b> thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%. 2. <b>PRACTICE SOCIAL DISTANCING</b> – keep a distance of 1m away from other people. 3. <b>PRACTISE GOOD RESPIRATORY HYGIENE:</b> cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use. 4. <b>TRY NOT TO TOUCH YOUR FACE.</b> 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. <b>STAY AT HOME.</b>			

## 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 number (1.1.1 – 1.1.10) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 This Act regulates the implementation of affirmative action when businesses appoint new workers:

- A Consumer Protection Act, 2008 (Act 68 of 2008)
- B Employment Equity Act, 1998 (Act 55 of 1998)
- C Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
- D Labour Relations Act, 1995 (Act 66 of 1995)

1.1.2 Teddy Car Manufacturers implemented the ... integration strategy when they bought Wheel & Tyre Suppliers.

- A horizontal
- B intensive
- C forward
- D backward

1.1.3 ABC Paints operate in the ... sector as they specialise in the manufacturing of paint.

- A secondary
- B primary.
- C tertiary
- D economic

1.1.4 The process of matching a new employee's skills and abilities with the requirements of a job is known as ...

- A training.
- B selection
- C placement.
- D recruitment

1.1.5 Businesses use quality ... to direct key processes so that the correct quality standards are met.

- A control
- B management systems
- C assurance
- D performance

(5 x 2)

(10)

1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1 – 1.2.5) in your ANSWER BOOK.

management by facts; business plan; recruitment ; administration; divestiture; marketing; strategy; liquidation; selection; continuous improvement to processes and systems

1.2.1 Denise Enterprises used ... as part of a defensive strategy when they stopped operating and sold all their assets to pay off debts.

1.2.2 The plan of action used by businesses to deal with their long-term challenges is known as a ...

1.2.3 A job advertisement is placed in the appropriate media during the ... process.

1.2.4 The ... function is responsible for making reliable information available to management on time.

1.2.5 The TQM element of ... includes the application of the PDCA model.

(5 x 2)

(10)

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 number (1.3.1 – 1.3.5) in the ANSWER BOOK, for example 1.3.6 K

COLUMN A		COLUMN B	
1.3.1	Learnerships	A	Process of monitoring business activities and measuring performance
1.3.2	Public relations function	B	measures the quality of the final product
1.3.3	National Skills Development Strategy	C	provides training material for facilitators
1.3.4	Total quality management	D	conduct research about employees' needs
1.3.5	Strategy evaluation	E	lead to a formal qualification linked to a specific trade
		F	improves access to training programmes
		G	process of developing and implementing the strategy
		H	requires learners to have a matric certificate as a minimum requirement for entry
		I	aims at ensuring that customers' needs are satisfied beyond their expectations
		J	releases regular, positive press statements about the business

(5 x 2)

(10)

**Business Studies/P1Exemplar DBE/2020**

**TOTAL [30]**