DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY ANSWER SHEET

SUBJECT	BUSINESS STUDIES	GRADE	12	DATE	21/08/2020
TOPIC	BUSINESS ROLES	TERM 1 REVISION		TERM 3 CONTENT	X

QUESTION 1: BUSINESS ROLES

1.1 **Causes of conflict in the workplace**
- Differences in backgrounds/cultures/values/beliefs/language√
- Limited business resources√
- Different goals/objectives for group/individuals√
- Personality differences between group/individuals√
- Different opinions√
- Unfair workload√
- Ill-managed stress√
- Unrealistic expectations√
- Poor organisation/leadership/administrative procedures and systems√
- Confusion about scheduling/deadlines√
- Ignoring rules/procedures√
- Misconduct/Unacceptable behaviour√

- High/Intense competition/Competitiveness√
- Poor communication√
- Unclear responsibilities√
- Distracted by personal objectives√
- Constant changes in the workplace√
- Unfair treatment of workers/Favouritism by management/Discrimination√
- Lack of trust amongst workers√
  Any other relevant answer related to causes of conflict in the workplace.
  NOTE: Mark the first FOUR (4) only. (4 x 1) (4)

1.2 Human rights in the workplace
- Privacy √
- Dignity √
- Equity√
- Freedom of speech and expression√
- Information√
- Safety, security and protection of life√
  NOTE: Mark the first FOUR (4) only. (4 x 1) (4)

1.3 Diversity
1.3.1

- Gender/Inequality√√
- Disability/Physically challenged/People living with disability√√
- Language√√ (1 x 2) (2)

1.3.2	**Dealing with identified diversity issues in the workplace** **Gender/Inequality**
	• Males and females should be offered equal employment opportunities. √√ • EP's directors should promote both men and women in managerial positions. √√ • Women should be employed to comply with EEA. √√ • Targets may be set for gender equity in the business. √√ • New appointments should be based on skills and ability. √√ • Introduce affirmative action by ensuring that male/female employees are remunerated fairly/equally. √√

Any other relevant answer related to ways on how EP should deal with gender as a diversity issue in the workplace. Submax (4)

Disability/Physically challenged/People living with disability

- EP should provide employment opportunities for people with disabilities. √√
- Accommodate people with disabilities by providing facilities/ramps for wheel- chairs √√, etc.
- Ensure that workers with special needs are not marginalised/feel excluded from workplace activities. √√
- EP should be well informed with how to deal with disabled employees. √√
- Policies and programs should accommodate the needs of people with disabilities. √√
- Create an organisational culture and climate that is conducive for people with disabilities.√√
- Employees should be trained to deal with colleagues with disabilities. √√
- EP should bring in external experts to help with disability and accommodation issues. √√
- Ensure that employees with disabilities are treated fairly. √√
- Focus on skills/work performance of the disabled worker, rather than his/her disability/possible problems he/she may pose in future. √√

  Any other relevant answer related to ways on how EP should deal with disability as a diversity issue in the workplace. Submax (4)

Language

- EP may specify that all communications must be in one specific language only and would expect employees to have a certain level of fluency in that language. √√
- Provide training in the official language of the business. √√
- It may sometimes be necessary to employ an interpreter so that everyone can fully understand what is being said in a meeting. √√
- All business contracts should be in easy-to-understand language and should be available in the language of choice for the relevant parties signing. √√
- No worker should feel excluded in meetings conducted in one language only. √√

  Any other relevant answer related to ways on how EP should deal with language as a diversity issue in the workplace. Submax (4)   (4)

- **NOTE: 1. Mark the first ONE (1) recommendations of each diversity issue identified in QUESTION 1.3.1.**

1.4 **Criteria for 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 successful team performance.

  Criteria (2)
  Description (1)
  Submax (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 successful team performance.

  Criteria (2)
  Description (1)
  Submax (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 successful team performance.

  Criteria (2)

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. √
- Agree on methods/ways to get the job done effectively without wasting time on conflict resolution.√
- All members take part in decision making. √
- A balanced composition of skills/knowledge/experience/expertise ensures that teams achieve their objectives. √
  Any other relevant answer related to co-operation/collaboration as criteria for successful team performance.

Criteria (2)
Description (1)
Submax (3)

NOTE: Mark the first TWO (2) only.   (2 x 3)   (6)

1.5   Identify the stage of team development applicable in EACH of the following statements: Q4.6 Nov 16

    1.5.1   Storming√√

    1.5.2   Performing√√

    1.5.3   Forming√√   (3 x 2)   (6)

1.6   **Role of health and safety representatives in the workplace**
- Ensure that protective clothing√ is provided/available to all workers. √
- Identify√ potential dangers in the workplace. √
- Initiate/Promote/Maintain/Review measures√ to ensure the health and safety of workers. √
- Check/Monitor the effectiveness of health and safety measures√ with management. √
- Ensure that all equipment that is necessary to perform work√ are provided/ maintained regularly.√

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- Promote safety training√ so that employees may avoid potential dangers/act proactively. √
- Ensure that dangerous equipment is used√ under the supervision of trained/qualified workers.√
- Ensure that workers' health and safety is not endangered√ by hazards resulting from production/processing/storage/transportation of material/equipment. √
- Working together with the employer, to investigate any accidents/complaints from the workers√ concerning health and safety in the workplace. √
- Ensure that employers comply√ with COIDA. √
  Any other relevant answer related to the role of health and safety representatives in ensuring a healthy and safe working environment.

(4 x 2) (8)

1.7 **Ways to create an environment that stimulates creative thinking in the workplace**
- Businesses must emphasise the importance of creative thinking to ensure that all staff know that their ideas will be heard. √√
- Encourage staff to come up with new ideas/opinions/solutions. √√
- Make time for brainstorming sessions to generate new ideas, e.g. regular workshops/follow up sessions to build on one another's ideas. √√
- Place suggestion boxes around the workplace and keep communication channels open for new ideas. √√
- Businesses should train staff in innovative techniques/creative problem solving skills/mind-mapping/lateral thinking. √√
- Encourage job swops within the organisation/studying how other businesses are doing things. √√
- Encourage alternative ways of working/doing things/Encourage a spirit of play and experimentation. √√
- Respond enthusiastically to all ideas and never let anyone feel less important. √√
- Reward creativity with reward schemes for teams/individuals that come up with creative ideas. √√
- Provide a working environment conducive to creativity, free from distractions. √√
  Any other relevant answer related to ways in which businesses could create an environment that stimulates creative thinking in the workplace.
  NOTE: The emphasis is on 'ways businesses could create an environment that stimulates creative thinking' not advantages.   Max (3 x 2) (6)

TOTAL   **[40]**