



Province of the
EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET

SUBJECT	BUSINESS STUDIES	GRADE	12	DATE	21/08/2020
TOPIC	BUSINESS ROLES	TERM 1 REVISION		TERM 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 State FOUR causes of conflict in the workplace. (4)
- 1.2 Name any FOUR human rights in the workplace (4)
- 1.3 Read the scenario below and answer the questions that follow.

ELSABE PRINTERS (EP)

Elsabe Printers employ more males than females. Their building does not have facilities for people who use wheelchairs. English is the only medium of communication allowed in the workplace, despite the fact that some employees do not understand or speak it.

- 1.3.1 Identify TWO diversity issues referred to in the scenario above. (2)
- 1.3.2 Recommend TWO ways in which EP should deal with each of the diversity issues identified in QUESTION 1.3.1. (4)
- 1.4 Describe any TWO criteria for successful team performance (6)
- 1.5 Identify the stage of team development applicable in EACH of the following statements:
 - 1.5.1 Team members question each other's ideas and opinions.
 - 1.5.2 The team has direction without interference from the leader.
 - 1.5.3 Team members are comfortable and learn more about each other. (3 x 2) (6)
- 1.6 Discuss the role of health and safety representatives in ensuring a healthy and safe working environment. (8)

1.7 Recommend ways in which businesses could create an environment that stimulates creative thinking in the workplace. (6)

TOTAL [40]