 Province of the

EASTERN CAPE

EDUCATION

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

**HOME SCHOOLING SELF-STUDY WORKSHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **13/05/2020** |
| **TOPIC** | **BUSINESS ROLES**  | **TERM 1****REVISION** | **X** | **TERM 2 CONTENT** | **X** |
| **TIME ALLOCATION** | **30 MINUTES MARKS: 60** | **TIPS TO KEEP HEALTHY**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.**  |
| **INSTRUCTIONS** | INSTRUCTIONS AND INFORMATION 11. 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.
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| **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. |  |
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|  | 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. |  |
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|  | 1.1.4 | Coastal Brick & Tile requested their employees to explore different ways to modify their products. |  |
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|  | 1.1.5 | The director of Moody Financial Services pretends to be sitting with someone when he makes his own decisions. |  |
|  |  |  (5 x 2) | (10) |
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| 1.2 | Read the scenario below and answer the questions that follow: |  |
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| 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.  |

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|  | 1.2.1 | Define the term ‘conflict’. | (2) |
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|  | 1.2.2 | Quote from the above scenario TWO causes of conflict.  | (2) |
|  |  |  |  |
|  | 1.2.3 | Discuss procedures that Sunrise Enterprise would apply to overcome conflict that teams usually experience. (4 x 2) | (8) |
|  |  |  |  |
| 1.3 | Describe FOUR stages of team development. 4 + (4 x 2) | (12) |
|  |  |  |  |
| 1.4 | Suggest ways in which businesses can deal with difficult people or different personalities. (5 x 2) | (10) |
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| 1.5 | Read the scenario below and answer the questions that follow. |  |
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| *“Dura battery last for life.”*  The company was sued for this information. |

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|  | 1.5.1 | Name the institution that regulates unfair advertisement. | (2) |
|  |  |  |  |
|  | 1.5.2 | Give any THREE practical examples of unfair/deceptive advertisement. (3 x 2) | (6) |
|  |  |  |  |
| 1.6 | Discuss the advantages of creative thinking in the workplace. (6 x 2) | (12) |
|  | EC June 2017 | **[60]** |
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