



Province of the
EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY ANSWER SHEET

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

QUESTION 1: BUSINESS OPERATIONS

DBE/Nov 2019

1.1 Methods/sources of external recruitment.

- Recruitment agencies√
- Bill boards √
- Printed media, e.g. newspapers/flyers/magazine/posters√
- Electronic media, e.g. radio/TV√
- Social media/Social networks/Internet/Business websites√
- Walk-ins√
- Head hunting√
- Professional associations√
- Networking√
- Educational/Training institutions√
- Word-of-mouth √

Any other relevant answer related to the methods/sources of external recruitment.
NOTE: Mark the first FOUR (4) only.

(4 x 1)

(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:

- 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 Job analysis

1.2.1 Job description and job specification from the scenario above.

JOB DESCRIPTION	JOB SPECIFICATION
1. Responsible for observing patients and giving medication. ✓	1. Applicants must have a diploma in nursing as a minimum requirement. ✓
2. Compiling daily reports on the progress of the patients. ✓	2. Two years' experience in nursing will be an advantage. ✓
Sub max (2)	Sub max (2)

NOTE: 1. Mark the first TWO (2) examples for EACH job description and job specification only.

2. Only award marks for responses that are quoted from the scenario

3. The examples may be in any order.

Max

(4)

1.2.2 **Role of the interviewee/applicant during the interview.**

- Greet the interviewer by name ✓ with a solid handshake and a friendly smile. ✓

- Listen carefully to the questions√ before responding. √
 - Make eye contact√ and have good posture/body language. √
 - Show confidence√ and have a positive attitude/be assertive. √
 - Be inquisitive and show interest√ in the business. √
 - Ask clarity√ seeking questions. √
 - Show respect√ and treat the interview with its due importance. √
 - Be honest about mistakes√ and explain how you dealt with it. √
 - Know your strengths and weaknesses√ and be prepared to discuss it. √
 - Thank the interviewer for the opportunity given√ to be part of the interviews. √
- Any other relevant answer related to the role of the interviewee/applicant during the interview.

Max

(4)

1.3 Impact of fringe benefits on businesses.

Positives/Advantages

- Attractive fringe benefit packages √ may result in higher employee retention/reduces employee turnover. √
 - Attracts qualified/skilled/experienced employees √ who may positively contribute towards the business goals/objectives. √
 - It increases employee satisfaction/loyalty√ as they may be willing to go the extra mile. √
 - Improves productivity √ resulting in higher profitability. √
 - Businesses save money √ as benefits are tax deductible. √
 - Fringe benefits can be used as leverage√ for salary negotiations. √
- Any other relevant answer related to the positive impact/advantages of fringe benefits on businesses.

AND/OR

Negatives/Disadvantages

- Fringe benefits are additional costs √ that may result in cash flow problems. √
- Administrative costs increase √ as benefits need to be correctly recorded for tax purposes. √
- Decreases business profits √, as incentive/package/remuneration costs are higher. √
- It can create conflict/lead to corruption √ if allocated unfairly. √
- Workers only stay with the business for fringe benefits √, and may not be committed/loyal to the tasks/business. √

- Businesses who offer employees different benefit plans may create resentment ✓ to those who receive less benefit resulting in lower productivity. ✓
 - Businesses who cannot offer fringe benefits ✓ fail to attract skilled workers. ✓
 - Businesses have to pay advisors/attorneys ✓ to help them create benefit plans that comply with legislation. ✓
 - Errors in benefit plans ✓ may lead to costly lawsuits/regulatory fines. ✓
- Any other relevant answer related to the negative impact/disadvantages of fringe benefits on businesses.

Max (6)

1.4 Business functions

BUSINESS FUNCTIONS	MOTIVATION
1 Financial function ✓✓	They prepare their own accounting records to ensure accurate tax payments. ✓
2 Public relations function ✓✓	PE responded quickly when one of their clients was not happy with their service. ✓
Sub max (4)	Sub max (2)

NOTE: 1. The answer does not have to be in tabular format.

2. Award marks for business functions even if quotes were incomplete

3. Do not award marks for the motivation if the business functions were incorrectly identified

Max (6)

1.5 Impact of TQM if poorly implemented by businesses.

- Setting unrealistic deadlines ✓ that may not be achieved. ✓
- Employees may not be adequately trained ✓ resulting in poor quality products. ✓
- Decline in productivity, ✓ because of stoppages. ✓
- Businesses may not be able to make necessary changes ✓ to satisfy the needs of customers. ✓
- The reputation of the business ✓ may suffer because of faulty goods. ✓
- Customers will have many alternatives to choose from ✓ and the impact could be devastating to businesses. ✓
- Investors might withdraw investment, ✓ if there is a decline in profits. ✓
- Bad publicity ✓ due to poor quality products supplied. ✓
- Decline in sales, ✓ as returns from unhappy customers' increase. ✓

- High staff turnover, ✓ because of poor skills development. ✓
 - Undocumented quality control systems/processes ✓ could result in error or deviations from pre-set quality standards. ✓
- Any other relevant answer related to the impact of TQM if poorly implemented by businesses.

Max

(8)

1.6 Contribution of quality of performance of the purchasing function

- Businesses should buy raw materials/products in bulk at lower prices. ✓✓
 - Select reliable suppliers that render the best quality raw materials/capital goods at reasonable prices. ✓✓
 - Place orders timeously and regular follow-ups to ensure that goods are delivered on time. ✓✓
 - Effective co-ordination between purchasing and production departments so that purchasing staff understand the requirements of the production process. ✓✓
 - Required quantities should be delivered at the right time and place. ✓✓
 - Implement and maintain stock control systems to ensure the security of stock. ✓✓
 - Maintain optimum stock levels to avoid overstocking/reduce out-dated stock. ✓✓
 - Monitor and report on minimum stock levels to avoid stock-outs. ✓✓
 - Effective use of storage space and maintain product quality while in storage. ✓✓
 - Involve suppliers in strategic planning/product design/material selection/quality control process. ✓✓
 - Ensure that there is no break in production due to stock shortages. ✓✓
 - Establish relationships with suppliers so that they are in alignment with the business's vision/mission/values. ✓✓
 - Have a thorough understanding of supply chain management. ✓✓
- Any other relevant answer related to ways in which the quality of performance of the purchasing function could contribute to the success of the business.

Max

(8)

TOTAL

[40]