



Province of the
EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY ANSWER SHEET

SUBJECT	BUSINESS STUDIES	GRADE	12	DATE	15/07/2020
TOPIC	BUSINESS ENVIRONMENTS & BUSINESS OPERATIONS	TERM 1 REVISION	x	TERM 1 - 2 CONTENT	x

QUESTION 1: MISCELLANEOUS TOPICS
BUSINESS ENVIRONMENTS

Business Studies / P1 Exemplar DBE/2020

1.1 Consumer rights

1.1.1 Right to choose✓✓

1.1.2 Right to privacy and confidentiality✓✓

1.1.3 Right to equality in the consumer market place✓✓

(6)

1.2 Business environments and extent of control

BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
1. Micro environment✓	Full control✓
2. Market environment✓	Partial/Some/Limited/Less/Little control✓
3. Macro environment✓	No control✓
Submax (3)	Submax (3)

NOTE: 1. Mark the first THREE (3) only.

2. The answer does not have to be in tabular format.

3. Award marks for the business environment even if the extent of control is not indicated/incorrect.

4. The extent of control must be linked to the business environment. Max (6)

1.3 Legislation

1.3.1 Compensation for Occupational Injuries and Diseases Act/COIDA. √√ (2)

1.3.2 Discriminatory action in terms of COIDA

- Employers who bribe employees not to report the accident/injury. √√
- Providing false information about previous, serious accidents/occupational diseases. √√
- Employers who do not contribute to the Compensation fund. √√
- Employers who do not allow claims for injuries, discriminates against injured employees. √√
- Employers that take too long to process claims/delay the claiming process. √√
- Compensation that is set off against any debt of the person entitled to the compensation. √√

Any other relevant answer related to actions that could be regarded as discriminatory with reference to COIDA.

Max (6)
[20]

BUSINESS OPERATIONS

1.4 Sources of internal recruitment.

- Internal e-mails/Intranet/websites to staff√
- Word of mouth√
- Business newsletter/circulars√
- Internal/management referrals√
- Notice board of the business√
- Internal bulletins√

- Recommendation of current employees✓
 - Head hunting within the business/organisational database. ✓
- Any other relevant answer related to the sources of internal recruitment.

NOTE: Mark the first TWO (2) only.

(2 x1) (2)

1.5 Selection procedure as a human resource activity.

OPTION 1

- Determine fair assessment criteria✓ on which selection will be based. ✓
 - Applicants must submit✓ the application forms/curriculum vitae and certified copies of personal documents/IDs/proof of qualifications, etc.✓
 - Sort the received documents/CVs✓ according to the assessment/selection criteria. ✓
 - Screen/Determine which applications✓ meet the minimum job requirements and separate these from the rest. ✓
 - Preliminary interviews are conducted✓ if many suitable applications were received. ✓
 - Reference checks should be made✓ to verify the contents of CV's, e.g. contact previous employers to check work experience. ✓
 - Compile a shortlist✓ of potential candidates identified. ✓
 - Shortlisted candidates may be subjected to various types of selection tests✓ e.g. skills tests, etc.✓
 - Invite shortlisted candidates✓ for an interview. ✓
 - A written offer✓ is made to the selected candidate. ✓
 - Inform unsuccessful applicants✓ about the outcome of their application. ✓/Some adverts indicate✓ the deadline for informing only successful candidates.✓
- Any other relevant answer related to the selection procedure as a human resources activity.

OR

OPTION 1

- Receive documentation✓, e.g. application forms and sort it according to the criteria of the job. ✓
- Evaluate CVs✓ and create a shortlist/Screen the applicants. ✓
- Check information in the CVs✓ and contact references. ✓
- Conduct preliminary sifting interviews✓ to identify applicants who are not suitable for the job, although they meet all requirements. ✓

- Assess/Test candidates√ who have applied for senior positions/to ensure the best candidate is chosen. √
 - Conduct interviews√ with shortlisted candidates. √
 - Offer employment√ in writing to the selected candidate(s). √
- Any other relevant answer related to the selection procedure as a human resources activity.

NOTE: The procedure can be in any order

Max (8)

1.6 Business functions and Quality circles

1.6.1 Business functions

BUSINESS FUNCTIONS	MOTIVATION
1. Financial function√√	<ul style="list-style-type: none"> • They prepare their own accounting records to ensure accurate tax payments.√
2. Public relations function√√	<ul style="list-style-type: none"> • PE responded quickly when one of their clients was not happy with their service.√
Submax (4)	Submax (2)

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

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

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

Max (6)

1.6.2 Importance of quality circles as part of continuous improvement to processes and systems

- They solve problems related to quality and implement improvements. √√
- Investigate problems and suggest solutions to management. √√
- Ensures that there is no duplication of activities/tasks in the workplace. √√
- Make suggestions for improving systems and processes in the workplace. √√
- Improve the quality of products/services/productivity through regular reviews of quality processes. √√
- Monitor/Reinforce strategies to improve the smooth running of business operations. √√
- Reduce costs of redundancy in the long run. √√

- Quality circles discuss ways of improving the quality of work/workmanship. √√
- Contribute towards the improvement and development of the organisation. √√
- Reduce costs/wasteful efforts in the long run. √√
- Increase the demand for products/services of the business. √√
- Create harmony and high performance in the workplace. √√
- Build a healthy workplace relationship between the employer and employee. √√
- Improve employees' loyalty and commitment to the business and its goals. √√
- Improve employees' communication at all levels of the business. √√
- Develop a positive attitude/sense of involvement in decision making processes of the services offered. √√

Any other relevant answer related to the importance of quality circles, as part of continuous improvement to processes and systems, on a business.

Max (4)

BREAKDOWN OF MARKS

QUESTION 1	MARKS
1.1	6
1.2	6
1.3.1	2
1.3.2	6
1.4	2
1.5	8
1.6.1	6
1.6.2	4
TOTAL	40

TOTAL

[20]
[40]