 Province of the

EASTERN CAPE

EDUCATION

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

**HOME SCHOOLING SELF-STUDY ANSWER SHEET**

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| **SUBJECT** | **BUSINESS STUDIES** | **GRADE** | **12** | **DATE** | **14/05/2020** |
| **TOPIC** | **BUSINESS OPERATIONS** | **TERM 1**  **REVISION** | **X** | **TERM 2 CONTENT** | **X** |

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| **QUESTION 1: BUSINESS OPERATIONS** | | |  |
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| 1.1 | 1.1.1 | **External recruitment** √  **Motivation**:   * Vacancy is advertised in the newspaper √ and on the internet. √ * Advertisement takes place outside the business. √   Type of recruitment (1)  Explanation (3)  Max | (4) |
|  |  | |  |
|  | 1.1.2 | **Advantages of external recruitment**   * New candidates bring new talents, ideas, insights √ and experience into the business. √ * It supports the implementation of affirmative action √ and BEE plans. √ * There are more candidates’ √ to choose from. √ * Chances are better of finding suitable candidates √ with the right skills, qualifications and competences. √ * Prevents unhappiness √ between existing employees who have applied for post. √ * Recruitment agencies can find candidates √ and this saves the business time. √   Any other relevant answer related to the advantage of external recruitment. (Any 4 x 2) | (8) |
|  |  | |  |
|  | 1.1.3 | **Differentiate between job description and job specification.**   |  |  | | --- | --- | | **Job Description** | **Job Specification** | | * Describe duties/ responsibilities √ of a specific job√/Summary √ of the nature/type of the job. √ | * Specifies the minimum acceptable personal qualities/skills/qualifications√ needed for the job.√ | | * Written description of the job√ and its requirements.√ | * Written description of specific qualification/skills/experience√ needed for the job.√ | | * Describes key performance areas/tasks for a specific job√ e.g. job title/working conditions/relationship of the job with other jobs in the business√, etc. | * Describe key requirements for the person who will fill the position,√ e.g. formal qualification/willingness to travel/work unusual hours√, etc. | | * Any other relevant answer related to job description. | * Any other relevant answer related to job specification. | | Sub-max. (4) | Sub-max. (4) |   **NOTE: 1. The differences must be clear.**  **2. Answers do not have to be in tabular form. Max** | (8) |
|  |  |  |  |
| 1.2 | **Reasons why an employment contract may be terminated**  **Dismissal √√**   * Employees can be dismissed by the company on different reasons, e.g. misconduct, √ illegal behaviour √ and not complying with the employment contract on a continuous basis. √   **Resignation √√**   * This is when an employee chooses √ to leave√ the business. √ * There should be a clause √ in a contract to specify the process of resignation and length of notice period. √   **Retrenchment √√**   * Focuses when businesses are forced to let √ employee go. √ * This is the result of financial reasons, company is closing down √ or particular department/section is not performing or redundant. √   **Retirement √√**   * When an employee reaches a certain age (normally 65) √ and does not have to work anymore. √ * Employee had encountered serious injuries or illness √ as a result of his/her employment and incapable to perform any duties. √     **NOTE: Mark the first FOUR (4) only.**  **Reason (2)**  **Explanation (1)**  **(Any 4 x 3)** | | (12) |
|  |  | |  |
| 1.3 | 1.3.1 | **Continuous Improvement of Woodlands Bakery** |  |
|  |  | * Plan: √ * Woodlands Bakery should identify the problem. √ * Develop a plan for improvement to processes and systems. √ * Answer questions such as ‘what to do’ and ‘how to do it.’ √ * Plan the method and approach. √ Sub-max. (2) * Do: √ * Woodlands Bakery should implement the change on a small scale. √ * Implement the processes and systems. √ Sub-max. (2) * Check/Analyse: √ * Woodlands Bakery should use data to analyse the results of change. √ * Determine whether it made a difference. √ * Check whether the processes are working effectively. √ * Assess, plan and establish if it is working/if things are going according to plan. √   Sub-max. (2)   * Act as needed: √   + Woodlands Bakery should institutionalise the improvement. √   + Devise strategies on how to continually improve. √   + If the change was successful, implement it on a wider scale. √   + Continuously revise the process. √   Sub-max. (2)  Any other relevant answer related to how continuous improvement to processes and systems cycle can improve the quality of products.  Max (8) | (8) |
|  |  |  |  |
|  | 1.3.2 | **Total Client Satisfaction and Continuous Improvement and Processes**  **Total client satisfaction**   * The business should understand √ current and future customer needs. √ * Provide quality products and services√ to satisfy customer’s needs and expectations. √ * Customers will be satisfied√ if products and services meet their needs, requirements and expectations. √ * Businesses need to conduct effective market research √ to determine customers’ needs and develop products and services that will meet and exceed these needs. √ * Businesses need to implement√ efficient, friendly customer services and customer care system. √   Any other relevant answer related to total client satisfaction.  Sub-max (4)  **Continuous improvement of systems and processes**   * Processes and systems are the flow of activities implemented√ to create or deliver products/services to customers. √ * Businesses that have quality processes and systems in place√ will produce good quality products and can provide excellent customer service. √ * It should be easy for customers to understand processes√ so that they do not waste their time with long and/or complicated procedures. √ * Employees need to understand√ the operating and the service delivery systems. √ * Identify problem areas of the business√ to be able to devise relevant solutions thereof. √ * Encourage team work√ by introducing the idea of corporate culture change. √ * Give detailed and specific instructions√ on improvement strategies. √ * Encourage team work√ and delegate responsibilities. √   Any other relevant answer to continuous improvement to systems and processes.  Sub-max (4) Max (8) | (8) |
|  | 1.3.3 | **Benefit of implementing good quality control** |  |
|  |  | * Effective customer service will be rendered√, resulting in increased customer satisfaction. √ * Time and resources√ are used efficiently. √ * Productivity increase√ through proper time management√ and using high quality resources. √ * Products and services are constantly improved√, resulting in greater customer satisfaction. √ * Vision and mission√ may be achieved. √ * The business may achieve a competitive advantage√ over its competitors. √ * Continuous training√ will continuously improve the quality of employees’ skills and knowledge. √ * Employers and employees will have a healthy working relationship√ which results in happy workers. √ * Increased market share√ and profitability. √   Any other relevant answer related to the benefits of a good quality control system  Max  **BREAKDOWN OF MARKS**   |  |  | | --- | --- | | 1.1.1 | 4 | | 1.1.2 | 8 | | 1.1.3 | 8 | | 1.2 | 12 | | 1.3.1 | 8 | | 1.3.2 | 8 | | 1.3.3 | 12 | | **TOTAL** | **60** | | (12) |
|  | EC June 2016 | | **[60]** |
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