 Province of the

EASTERN CAPE

EDUCATION

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

**HOME SCHOOLING SELF-STUDY ANSWER SHEET**

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

|  |  |
| --- | --- |
| **QUESTION 1: BUSINESS OPERATIONS**  |  |
|  |  |  |
| 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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