 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** | **24/06/2020** |
| **TOPIC** | **BUSINESS ENVIRONMENT** | **TERM 1**  **REVISION** | **X** | **TERM 1 CONTENT** |  |
| **TIME ALLOCATION** | **35 MINUTES MARKS: 40** | **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 1   1. 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 ENVIRONMENT** | | |  |
| SCE DBE/2019 | | |  |
|  |  | |  |
| 1.1 | Name any FOUR components of the PESTLE analysis. | | (4) |
|  |  | |  |
| 1.2 | Outline the purpose of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). | | (8) |
|  |  | |  |
| 1.3 | Identify the consumer right that is implemented by Carlio Ltd in EACH statement below: | |  |
|  |  |  |  |
|  | 1.3.1 | The salesperson allows customers to shop around for the best price. |  |
|  |  |  |  |
|  | 1.3.2 | Management does not share personal information of their employees with clients |  |
|  |  |  |  |
|  | 1.3.3 | Customers are charged the same price for the same goods/services in different areas. |  |
|  |  |  |  |
|  | 1.3.4 | Consumers are given a written warranty for durable products. | (8) |
|  |  | |  |
| 1.4 | Read the scenario below and answer the questions that follow. | |  |
|  | |  | | --- | | **MOHAMMED FINANCIAL SERVICES (MFS)**    Mohammed Financial Services opened a money market department which grants loans to their customers. The management of MFS always conducts a financial affordability assessment of each client who applies for a loan. | | |  |
|  |  |  |  |
|  | 1.4.1 | Identify the Act that MFS is complying with. Motivate your answer by quoting from the scenario above | (3) |
|  |  |  |  |
|  | 1.4.2 | Explain to Mohammed other ways in which businesses can comply with the Act identified in QUESTION 1.4.1 | (8) |
|  |  |  |  |
| 1.5 | Describe THREE types of intensive strategies. | | (9) |
|  | **TOTAL** | | **[40]** |
|  |  | |  |