



Province of the
EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET

SUBJECT	BUSINESS STUDIES	GRADE	12	DATE	02/07/2020
TOPIC	BUSINESS ENVIRONMENTS	TERM 1 REVISION	x	TERM 2 CONTENT	
TIME ALLOCATION	30 MINUTES	MARKS: 40			
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.	<u>TIPS TO KEEP HEALTHY</u> 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 .			

QUESTION 1: BUSINESS ENVIRONMENTS

- 1.1 List any TWO forces of Porter's Five Forces model. (2)
- 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. (6)
- 1.4 Explain how businesses could apply the following forces of the Porter's Five Forces Model to analyse their position in the market environment:
 - 1.4.1 Bargaining power of buyers/Power of buyers (4)
 - 1.4.2 Competitive rivalry/Power of competitors (4)
- 1.5 Read the scenario below and answer the questions that follow.

SAM BAKERY (SB)
Sam's Bakery produces fresh birthday cakes. His employees lack good customer service. He lost most of his customers to Florah Bakeries. SB had to replace some of its stolen equipment due to the high crime rate in their area.

Use the table below as a GUIDE to answer QUESTIONS 1.5.1 to 1.5.3.

CHALLENGES 1.5.1	BUSINESS ENVIRONMENT 1.5.2	EXTENT OF CONTROL 1.5.3
(a)		
(b)		
(c)		

- | | | |
|-------|---|-------------|
| 1.5.1 | Quote THREE challenges for SB from the scenario above. | (3) |
| 1.5.2 | Classify SB's challenges according to the THREE business environments. | (6) |
| 1.5.3 | State the extent of control SB has over EACH business environment mentioned in QUESTION 1.5.2. | (3) |
| 1.6 | Analyse the impact of the National Credit Act, 2005 (Act 34 of 2005) on businesses. SC 18 Q2.7) | (6) |
| | TOTAL | [40] |