



Province of the  
**EASTERN CAPE**  
 EDUCATION

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

**HOME SCHOOLING SELF-STUDY ANSWER SHEET**

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

**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**

<b>BUSINESS ENVIRONMENTS</b>	<b>EXTENT OF CONTROL</b>
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"> <li>• They prepare their own accounting records to ensure accurate tax payments.√</li> </ul>
2. Public relations function√√	<ul style="list-style-type: none"> <li>• PE responded quickly when one of their clients was not happy with their service.√</li> </ul>
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
<b>TOTAL</b>	<b>40</b>

**TOTAL**

[20]  
[40]