



Province of the
EASTERN CAPE
EDUCATION

DIRECTORATE SENIOR CURRICULUM MANAGEMENT (SEN-FET)

HOME SCHOOLING SELF-STUDY WORKSHEET

| | | | | | |
|------------------------|--|---|-----------|---------------------------|-------------------|
| SUBJECT | BUSINESS STUDIES | GRADE | 12 | DATE | 15/07/2020 |
| TOPIC | BUSINESS ENVIRONMENTS & BUSINESS OPERATIONS | TERM 1 REVISION | x | TERM 1 - 2 CONTENT | x |
| TIME ALLOCATION | 30 MINUTES | MARKS: 40 | | | |
| INSTRUCTIONS | INSTRUCTIONS AND INFORMATION 1 <ol style="list-style-type: none">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 incorrectly3. 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> <ol style="list-style-type: none">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: MISCELLANEOUS TOPICS
BUSINESS ENVIRONMENTS

Business Studies / P1 Exemplar DBE/2020

1.1 Identify the consumer right that is implemented by Carlio Ltd in EACH statement below:

1.1.1 The salesperson allows customers to shop around for the best price.

1.1.2 Management does not share personal information of their employees with clients.

1.1.3 Customers are charged the same price for the same goods/services in different areas. (6)

1.2 Name THREE types of business environments and state the extent of control businesses have over EACH of these environments

Use the table below as a GUIDE to answer QUESTION 1.2

| BUSINESS ENVIRONMENTS | EXTENT OF CONTROL |
|-----------------------|-------------------|
| 1 | |
| 2 | |
| 3 | |

(6)

1.3 Read the scenario below and answer the questions that follow.

Businesses are compelled to ensure that employees work in a safe environment and that workplace injuries are reported.

1.3.1 Identify the Act that is applicable to the scenario above. (2)

1.3.2 Advise businesses on actions that could be regarded as discriminatory, with reference to the Act identified in QUESTION 1.3.1. (6)

[20]

BUSINESS OPERATIONS

- 1.4 Name TWO sources of internal recruitment. (2)
- 1.5 Explain the selection procedure as a human resource activity. (8)
- 1.6 Read the scenario below and answer the questions that follow.

PURPLE ENTERPRISES (PE)

Purple Enterprises is a large retail business that provides a variety of products. They prepare their own accounting records to ensure accurate tax payments. PE responded quickly when one of their clients was not happy with their service. PE wants to use the quality circles to improve their processes and systems.

- 1.6.1 Identify TWO business functions that are applicable to PE. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 1.6.1

| BUSINESS FUNCTIONS | MOTIVATION |
|--------------------|------------|
| 1 | |
| 2 | |

(6)

- 1.6.2 Advise PE on the importance of quality circles as part of continuous improvement of processes and systems for a business.

(4)

TOTAL

**[20]
[40]**