



Province of the  
**EASTERN CAPE**  
 EDUCATION

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

**HOME SCHOOLING SELF-STUDY WORKSHEET**

<b>SUBJECT</b>	<b>BUSINESS STUDIES</b>	<b>GRADE</b>	<b>12</b>	<b>DATE</b>	<b>16/07/2020</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>
<b>TIME ALLOCATION</b>	<b>ONE HOUR</b>	<b>MARKS: 80</b>			
<b>INSTRUCTIONS</b>	<b>INSTRUCTIONS AND INFORMATION 1</b> 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.	<b><u>TIPS TO KEEP HEALTHY</u></b> 1. <b>WASH YOUR HANDS</b> thoroughly with soap and water for at least 20 seconds. Alternatively, use hand sanitizer with an alcohol content of at least 60%. 2. <b>PRACTICE SOCIAL DISTANCING</b> – keep a distance of 1m away from other people. 3. <b>PRACTISE GOOD RESPIRATORY HYGIENE:</b> cough or sneeze into your elbow or tissue and dispose of the tissue immediately after use. 4. <b>TRY NOT TO TOUCH YOUR FACE.</b> 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. <b>STAY AT HOME.</b>			

## QUESTION 1: BUSINESS ENVIRONMENTS (LEGISLATION)

The Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003) (amended in 2013) was introduced to overcome the challenges of Black Economic Empowerment (BEE). Businesses are now compelled to comply with this Act.

You specialise in guiding businesses on the implementation of BBBEE. Write an essay on the following aspects:

- Distinguish between BEE and BBBEE.
- Evaluate the impact of BBBEE on businesses.
- Discuss the implications of the following BBBEE pillars on businesses:
  - Management control
  - Ownership
  - Enterprise and supplier development
- Advise businesses on penalties they could face for non-compliance with the BBBEE.

[40]

## QUESTION 2: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

Businesses implement quality assurance in order to produce quality products. Some managers believe that this can be achieved by focusing on quality management and quality performance. Others argue that the purchasing function and the production function play an important role in implementing total quality management (TQM).

Write an in-depth analysis of the quality of performance by referring to the following aspects:

- Elaborate on the meaning of quality assurance.
- Distinguish between quality management and quality performance.
- Discuss the impact of the following elements of TQM on large businesses:
  - Total client/customer satisfaction
  - Adequate financing and capacity
- Suggest quality indicators for the purchasing function and the production function that businesses could use to remain competitive.

[40]

Business Studies/P1Exemplar DBE/2020

**TOTAL**

**[80]**