 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** | **17/06/2020** |
| **TOPIC** | **BUSINESS ENVIRONMENT & BUSINESS ROLES** | **TERM 1**  **REVISION** | **X** | **TERM 1 - 2 CONTENT** | **X** |
| **TIME ALLOCATION** | **30 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/2018 | | |  |
|  |  | |  |
| 1.1 | Identify the type of business strategy illustrated in EACH of the statements below. | |  |
|  |  |  |  |
|  | 1.1.1 | Alex Clothing Manufacturers took over Class Clothing Retailers for efficiency and profitability. |  |
|  |  |  |  |
|  | 1.1.2 | Moyeni Supermarkets in Potchefstroom reduced the prices of their products to increase sales. |  |
|  |  |  |  |
|  | 1.1.3 | Exclusive Books expanded their business by selling stationery to attract new customers. | (6) |
|  |  |  |  |
| 1.2 | Distinguish between product development and market development. | | (6) |
|  |  |  |  |
| 1.3 | Discuss the impact of the Labour Relations Act, 1995 (Act 66 of 1995) on businesses. | | (8) |
|  |  | |  |
|  |  | | **[20]** |
|  |  | |  |
| **BUSINESS OPERATIONS** | | |  |
|  |  | |  |
| 1.4 | State SIX aspects that should be included in an induction programme. | | (6) |
|  |  | |  |
| 1.5 | Read the scenario below and answer the questions that follow. | |  |
|  | |  | | --- | | **NIVEN GRILLED CHICKEN (NGC)**    Niven Grilled Chicken (NGC) sold grilled chicken to a variety of customers. NGC were known for the high quality of their chickens and obtained a large market share. Then the management of NGC neglected the implementation of certain total quality management (TQM) elements. NGC received poor publicity due to the low quality of some products. Their profits also declined resulting in investors withdrawing their money. | | |  |
|  |  |  |  |
|  | 1.5.1 | Quote TWO results of poor implementation of TQM by NGC from the scenario above. | (2) |
|  |  |  |  |
|  | 1.5.2 | Explain the impact if TQM is poorly implemented by businesses, except those mentioned in QUESTION 1.5.1. | (6) |
|  |  |  |  |
| 1.6 | Advise NGC on the benefits of a good quality management system. | | (6) |
|  |  | | **[20]** |
|  | **TOTAL** | | **[40]** |