



**Western Cape
Government**

Education

Directorate: Curriculum FET

TELEMATICS 2018

BUSINESS STUDIES

Grade 12

BUSINESS STUDIES TELEMATICS SCHEDULE

SESSION	DATE	TIME	TOPIC
1	19 February 2018	15:00 – 16:00	Examination Preparation: Supplementary Examination
2	07 May 2018	16:00 – 17:00	Examination preparation: June examination
3	23 July 2018	15:00 – 14:00	Presentation of Information
4	14 August 2018	16:00 – 17:00	Examination Preparation: Trial Examination

BUSINESS STUDIES – GRADE 12: MAIN TOPICS & TOPICS				
	Business Environment	Business Ventures	Business Roles	Business Operation
1	Impact of recent legislation on business – response to demands for redress and equity.	Management and leadership	Professionalism and ethics	Human Resources function
2	Devise strategies for a business to use in its response to the challenges of the macro Business environment.	Investment: Securities	Creative thinking	Quality of performance within business functions
3	Business sectors and their environments	Investment: Insurance	Concept of corporate social responsibility.	
4		Forms of ownership and their impact on the business operation	Team performance Assessment and conflict Management	
5		Presentation of information and data response	Human Rights, Inclusivity and Environmental issues	

SECTION	QUESTION	MARKS	TIME
A: Objective-type of questions COMPULSORY	1	40	30 minutes
B: Answer any THREE of the five questions. CHOICE QUESTIONS	2	60	30 minutes
	3	60	30 minutes
	4	60	30 minutes
	5	60	30 minutes
	6	60	30 minutes
C: Essay type questions Answer any TWO of the four questions. CHOICE QUESTIONS	7	40	30 minutes
	8	40	30 minutes
	9	40	30 minutes
	10	40	30 minutes
TOTAL		300	180 minutes

SESSION 1

EXAMINATION PREPARATION: SUPPLEMENTARY EXAMINATION

WHAT THE LEARNER MUST KNOW

- Four main topics
- Topics within the main topics
- Structure of Question Paper
- Answering Section A-type Questions
- Answering Section B-type Questions
- Answering Section C-type Questions

SECTION A (COMPULSORY)

QUESTION 1

- 1.1 Various possible options are provided as answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1–1.1.10) in the ANSWER BOOK.

1.1.1 This Act regulates the procedures in the dismissal of workers:

- A Basic Conditions of Employment Act (Act 75 of 1997)
- B Employment Equity Act (Act 55 of 1998)
- C Skills Development Act (Act 97 of 1998)
- D Labour Relations Act (Act 66 of 1995)

1.1.2 An advantage of an autocratic leadership style is:

- A It allows for input and skills from a number of workers
- B It is beneficial when decisions need to be made quickly
- C It is effective when workers have high skills levels
- D Workers feel motivated because they are part of the decision making process

1.1.3 ... is an employee's complaint regarding a breach of the terms of his/her employment contract.

- A Conflict
- B Critical thinking
- C Arbitration
- D Grievance procedure

1.1.4 When businesses are forced to let employees go because of shortage of finance.

- A Retrenchment
- B Resignation
- C Dismissal
- D Retirement

1.1.5 Employers are legally forced to pay a skills levy when their total salary expenses are more than ... per year.

- A R1 million
- B R5 million
- C R250 000
- D R500 000

1.2 **Complete the following statements by using the words in the list below. Write only the word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.**

Vertical; annuities; ethical; quality control; deceptive; quality; management system; negative; horizontal; endowment policies; complainer.

1.2.1 The ... personality always displays dissatisfaction about things, but never tend to do anything about the situation.

1.2.2 Businesses deal with key processes through a ... to ensure that the required standards are met.

1.2.3 Namakwa Butter Ltd applied the ... integration strategy when they took over Pixley Ka Seme Margarine Ltd.

1.2.4 ... are lump sums which is paid out upon retirement.

1.2.5 A ... marketing act occurs when businesses use larger packaging to make the content look more. (5 x2)

(10)

1.3 **Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 K.**

COLUMN A		COLUMN B	
1.3.1	Piece meal remuneration	A	3% co-payment from both the employer and the employee
1.3.2	Concentric diversification	B	Payment for time spent on a job
1.3.3	Team dynamic theories	C	Health surveys
1.3.4	Unemployment Insurance Fund	D	Businesses taking over their suppliers
1.3.5	Total client satisfaction		

	E	Compulsory insurance
	F	Matches the position and competencies of employees
	G	Payment on units produced
	H	Bata Shoes start to manufacture boots
	I	Customer surveys
	J	Assist to allocate tasks according to the roles of individual members

SECTION B

QUESTION 3: BUSINESS VENTURES

- 3.1 Outline TWO functions of the Johannesburg Security Exchange (JSE). (4)
- 3.2 Differentiate between *insurance* and *assurance*. (4)
- 3.3 Read the scenario below and answer the questions that follow.

Phiri (Pty) Ltd

Phiri (Pty) Ltd bought a building for R1 200 000. They insured it for R800 000. Damages amounting to R300 000 was caused by a fire.

- 3.3.1 Calculate the amount that Phiri (Pty) Ltd will receive from the insurance company. Show ALL calculations. (4)
- 3.3.2 Name the insurance principle that is applicable to the Phiri (Pty) Ltd situation in the scenario above. (2)
- 3.3.3 Explain the importance of insurance for Phiri (Pty) Ltd. (4)
- 3.4 Distinguish between *ordinary shares* and *preference shares*. (8)
- 3.5 John and Mary want to present information to their staff using a Power Point presentation.
- 3.5.1 Outline TWO advantages of a Power Point presentation. (4)
- 3.5.2 Discuss the effectiveness of handouts as another method of visual aids John and Mary may use. (6)
- 3.5.3 Advise them on THREE aspects they should consider when responding to questions in a professional manner after their presentation. (6)
- 3.6 Discuss the role of personal attitude in successful leadership. (8)

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

TSHEGO SUNSHINE (TS)

Justin is a manager at Tshego Sunshine. He encourages his workers to meet targets and rewards them when targets are met. He punishes them for not meeting targets.

3.7.1 Identify the leadership style used by Justin as reflected in the scenario above.

(2)

3.7.2 Evaluate the impact of Justin's leadership style as identified in QUESTION 3.7.1.

(8)

[60]

SECTION C

BUSINESS ROLES

JIKA Mining is a new mine operating in the Northern Cape. This mine wants to be an employer who are sensitive to human rights, the environment and inclusivity. They were advised to formulate this into their policies.

As an expert on human rights issues, write an essay on the following aspects:

- Explain how JIKA Mining can promote any FIVE human rights issues in the workplace.
- Discuss the benefits of a diverse workforce.
- Advise the business on how to deal with gender and poverty issues in the workplace.
- Recommend ways in which JIKA Mining can protect the environment and promote human health.

[40]

BUSINESS OPERATIONS

Melotronics Ltd is a large business that sells a variety of electronics to other businesses as well as to the public. They try to satisfy the needs of their customers by implementing all aspects of TQM.

Write an essay to:

- Explain the benefits Melotronics Ltd would enjoy through the implementation of a good quality management system.
- Discuss the impact of the following elements of Total Quality Management elements on Melotronics Ltd as a large business:
 - Total client satisfaction
 - Continuous skills development and training
 - Continuous improvement to processes and systems
- Suggest the quality indicators for the marketing function.

[40]

SESSION 2

EXAMINATION PREPARATION: JUNE EXAMINATION

WHAT THE LEARNER MUST KNOW

- Four main topics
- Topics within the main topics
- Structure of Question Paper
- Answering Section A-type Questions
- Answering Section B-type Questions
- Answering Section C-type Questions

BUSINESS STUDIES – GRADE 12: MAIN TOPICS & TOPICS

	Business Environment	Business Ventures	Business Roles	Business Operation
1	Impact of recent legislation on business – response to demands for redress and equity.	Management and leadership	Professionalism and ethics	Human Resources function
2	Devise strategies for a business to use in its response to the challenges of the macro Business environment.		Creative thinking	Quality of performance within business functions
3	Business sectors and their environments		Concept of corporate social responsibility.	
4			Team performance Assessment and conflict Management	
5			Human Rights, Inclusivity and Environmental issues	

SECTION A (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Write down the correct answer (A-D) next to the question number (1.1.1 - 1.1.10).

1.1.1 Bunmi Incorporated is an example of a ... company.

- A Private
- B state-owned
- C personal liability
- D Public

1.1.2 Freedom of expression and association is a(n) ... right.

- A Economic
- B Corporate
- C Cultural
- D human

1.1.3 The ... technique can be used when decisions are made by speaking aloud to an imaginary person.

- A Delphi
- B SCAMPER
- C Empty chair
- D Forced combinations

1.1.4 This Act provides for affirmative action to redress the imbalances of the past.

- A Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
- B Consumer Protection Act, 2008 (Act 55 of 2008)
- C National Credit Act, 2005 (Act 34 of 2005)

1.1.5 A small group of voluntary workers who meet regularly to discuss quality-related matters in the workplace.

- A Total quality management
- B Quality circle
- C Shop stewards
- D Quality control group

1.1.6 The industrial analysis tool used to analyse the challenges of the market environment.

- A Balanced Scoreboard
- B SWOT-analysis
- C PESTLE
- D Porter's Five Forces model

1.1.7 This human resources activity identifies the most suitable candidate for a vacant position.

- A Recruitment
- B Interview
- C Selection
- D Training

1.1.8 The mining industry is part of the ... sector.

- A secondary
- B primary
- C tertiary
- D informal

1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1 – 1.2.5).

marketing; code of conduct; grievance; learnership; dress code; conflict; incentive; administration; severance; staff development

1.2.1 When an employee is retrenched, a ... package must be paid to him/her based on the number of years employed by the business.

1.2.2 Many professions have a ... that indicates appropriate behaviour for its members.

1.2.3 Existing employees may gain knowledge and skills from ... programmes.

1.2.4 The ... function provides accurate information that is easily accessible.

1.2.5 The ... procedure is used by an employee to bring a problem to management's attention.

(5 x 2) (10)

1.3 Choose the description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question number for example 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Transparency	A	employees may have access to health care in the workplace
1.3.2	Skills levy	B	assets that can be used as security for credit
1.3.3	Social rights	C	1% of the payroll is contributed by employers only
1.3.4	Collateral	D	auditing of financial statements are compulsory
1.3.5	Managers	E	have authority due to their positions in the business

F	1% of gross wages is contributed by workers
G	employees may observe religious holidays
H	value at which assets can be sold
I	results of financial audits should be made available to stakeholders
J	followed by employees by choice

SECTION B

QUESTION 4: BUSINESS ROLES

4.1 List FOUR problem solving steps. (4)

4.2 Read the scenario below and answer questions that follow:

LEA'S BAKERY (LB)

Lea's Bakery (LB) is well-known for her freshly baked biscuits. Lea, the owner, considers adding birthday cakes to the product range after she completed training in decorative baking. She is convinced that sales will increase, and that she has enough loyal customers trusting her brand.

However, she is concerned about the cost of extra raw materials, the reaction of competitors and the risk of entering a new market.

4.2.1 Apply the force-field analysis decision making technique to assess the change in LB's product range. (7)

4.2.2 Indicate whether the change in the product range is a good OR bad idea. Justify your opinion by referring to your findings in QUESTION 4.2.1 (3)

4.3 Distinguish between *problem solving* and *decision making*. (4)

4.4 Recommend ways in which a business can create an environment that stimulates creative thinking. (10)

4.5 Read the following scenario and answer the questions that follow.

Lorenzo, Lebone and Lukhanyo work together as a team on a project. However, they are struggling to complete the project because of their different personalities. Lorenzo is very quiet, Lebone is seen as the expert and Lukhanyo complains regularly.

4.5.1 Identify the type of personality of each team member. Suggest a strategy to deal with each personality. Draw the table below to answer this question.

TEAM MEMBER	TYPE OF PERSONALITY	STRATEGY
Lorenzo		
Lebone		
Lukhanyo		

(9)

4.5.2 Name the stage of team development where conflict usually is experienced. (1)

4.5.3 Explain any TWO other stages of team development NOT given in QUESTION 4.5.2. (6)

4.5.4 Discuss interpersonal behaviour and attitudes as criteria for a successful team. (6)

4.6 Describe the correct procedure to deal with grievances in the workplace. (10)
[60]

QUESTION 4: BUSINESS ROLES

4.1 Identify the problem-solving technique that is represented by EACH statement below.

4.1.1 Employees are requested to sit in groups and suggest ideas on how to improve business sales.

4.1.2 The company wants to consult experts on how to adapt the layout of the company for a conservation awareness campaign.

4.1.3 The CEO wants to make a confidential decision by pretending to discuss these problems with a non-existing person.

4.1.4 TGB Ltd. wants to change the design of their product and considers the pros and cons of their decision.

4.1.5 Charlie Chocolate factory asked employees for ideas on how to combine their chocolate products with soccer concepts to celebrate the national soccer championship. (10)

4.2 Outline the characteristics of a successful team. (8)

- 4.3 Suggest ways in which businesses can deal with the following diversity issues in the workplace.
- 4.3.1 Poverty (4)
- 4.3.2 Language (4)
- 4.3.3 Age (4)
- 4.4 Describe the benefits of diversity in the workplace. (8)
- 4.5 Read the scenario below and answer the questions that follow.

RA PAINTS (PTY) LTD. (RAP)

RA Paints (Pty) Ltd. is a local paint factory in Centurion. Ralph and Andrew are the only directors.

Ralph appointed Suzy, his niece, as the new secretary although she was not the best candidate for the position. Andrew dumps the factory's waste material in the Apies river to save on disposal costs. The company does not declare all its income to SARS.

Peter, the truck driver, does not always return to the factory after making deliveries but uses the truck for private trips.

- 4.5.1 Quote FOUR unethical business practices from the above scenario. (4)
- 4.5.2 Recommend a strategy to deal with each unethical business practice identified in Question 4.5.1. Use the table below as a guide to present your answer. Draw the table in your ANSWER BOOK.

UNETHICAL BUSINESS PRACTICE	STRATEGIES

(8)

- 4.6 Explain ways in which businesses can apply the following King Code principles to improve their corporate governance.
- 4.6.1 Transparency (2)
- 4.6.2 Accountability (2)
- 4.7 Recommend strategies that businesses may use to promote social rights in the workplace. (6)

SECTION C

QUESTION 8: BUSINESS VENTURES

People have different types of personalities and leaders have different leadership styles. Good leaders are capable of adapting their leadership style to suit their followers or the situation.

In view of the above:

- Discuss the situational and transformational leadership theories.
- Distinguish between *leadership* and *management*.
- Explain the role of the personal attitude in success and leadership.
- Suggest FIVE situations in which an autocratic leadership style can be applied effectively.

[40]

SESSION 3

PRESENTATION OF INFORMATION

WHAT THE LEARNER MUST KNOW
Presentation of business information; [Use of support material]
<ul style="list-style-type: none"> • Verbal Format • Non-Verbal Format
Outline / Describe / Explain / Discuss the criteria for logical and effective presentation:
<ul style="list-style-type: none"> • Know your audience • Put important information first • Use tables, graphs or diagrams
Outline/Explain the factors that must be considered when preparing for a presentation: BEFORE
Outline/Explain the factors that must be considered by the presenter while presenting: DURING
<ul style="list-style-type: none"> • Maintain eye contact • Use visual aids effectively • Movement • Do not speak fast • Use pauses when necessary
Give examples of non-verbal presentations:
<ul style="list-style-type: none"> • Written Reports • Scenarios • Types of graphs <ul style="list-style-type: none"> - Line graph - Pie graph - Bar charts • Pictures • Photographs
Discuss / Explain how to design a multimedia presentation to include visual aids: Examples
<ul style="list-style-type: none"> • Start with text • Select the background • Choose relevant images • Create graphs

Explain / Evaluate the effectiveness/advantages/disadvantages of visual aids in verbal format
Explain/Evaluate the effectiveness/advantages/disadvantages of visual aids in non-verbal format
Explain how to respond to questions about work and presentations in a non-aggressive and professional manner
Discuss how to handle feedback and amend plans
Discuss / Explain how to identify areas for improvement of a presentation
Motivate / Make recommendations / decisions for future improvements based on feedback from presentations: AFTER

1. Verbal Format Vs Non-verbal Format

Verbal Format	Non-verbal format
<ul style="list-style-type: none"> A verbal presentation is an oral presentation, i.e. where words are used to deliver a message to a group of people. 	<ul style="list-style-type: none"> Non- verbal presentation is a presentation where information is conveyed to a group of people by using print and other electronic media Example: hand-outs; slides; video clips and charts,

2. Outline/Explain the factors that must be considered when preparing for a presentation: [BEFORE]

1	Purpose of the presentation	<ul style="list-style-type: none"> Write down the purpose of the presentation List the objectives of the presentation
2	Consider the audience	<ul style="list-style-type: none"> Determine before-hand who the audience will be Determine what the audience already know Determine what you want to tell them Determine what the appropriate language level will be.
3	Write out the presentation	<ul style="list-style-type: none"> Introduce the topic and give pointers as to what you are going to say. Use the body of the presentation to say what you want to say in a clear, audible and simple language. Use the conclusion of the presentation to summarise what you have said.
4	Create visual aids	<ul style="list-style-type: none"> Visual aids will help the presenter to get the points across more effective and memorably. Examples: Data Projector; Visualiser; Interactive white board; hand-outs
5	Practice the presentation alone	<ul style="list-style-type: none"> Time before-hand the duration of the presentation. If the presentation is too long, shorten the presentation. If the presentation is too short, add some interesting examples to clarify your points.
6	Practice in front of someone	<ul style="list-style-type: none"> Practice in front of someone who will give you an honest opinion of the presentation. Let the person measure the presentation against the purpose and objectives you identified earlier.
7	Visit the venue	<ul style="list-style-type: none"> Ensure that the visual aids are appropriate for the venue.

		<ul style="list-style-type: none"> • Ensure that the equipment provided is working and suitable. • Ensure that the venue is comfortable for the audience • Ensure that sufficient seating is available for the number of people expected
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**3. Outline/Explain the factors that must be considered by the presenter while presenting:
DURING**

1	Maintain eye contact	<ul style="list-style-type: none"> • Use hand motions and gestures to accent your vocal expression. • If you feel that you are losing attention, make them bigger and raise your voice slightly. • Look at people who aren't looking at you and smile when they do acknowledge you. • Attempt to look at every person in the audience, this makes it personal. • It shows that you want them to listen to you. • Maintain a connection with the audience by using a laser pointer to highlight slide items to discuss
2	Use visual aids effectively	<ul style="list-style-type: none"> • Visual aids can be used effectively in verbal presentations. • They can be used to summarise the information in a visual way to make it memorable and meaningful. • Visual aids can also be used to present information to members of the audience who learn best through visuals. • Use the slides or bullet points as a guide to drive home the strongest parts of the message you are delivering.
3	Movement	<ul style="list-style-type: none"> • It adds energy and variety to your presentation. • It makes you look more confident – because people who are nervous are generally frozen in one spot. • Movement should be interspersed with stillness. • That way, they both have more impact. • Incorporate movement in your presentation by planning different positions on the stage (or front of the room) that you'll present from.
4	Do not speak fast	<ul style="list-style-type: none"> • Don't speak as fast as you do in conversation • Develop a slower presenting style, you'll be a more effective speaker. • Do breathing exercises and get more practice until you're confident enough to pace yourself.
5	Use pauses when necessary	<ul style="list-style-type: none"> • Build pauses in to your speaking in order to appear genuinely interested in the audience. • Pause for three seconds before the presentation • Those three seconds will allow the audience to focus on you and the message, and will build a little drama into your opening. • Use pauses is whenever you make a key point. • Stop talking and watch the audience's eyes, once you see a reaction in the eyes of the audience, you'll know that you've gotten your point across.

4. Discuss / Explain how to design a multimedia presentation to include visual aids

1	Start with text	<ul style="list-style-type: none"> • Translate the major headings in your presentation outline into titles for slides. • Then build bullet points by using short phrases • Maximum of six bullets per slide • Max of six words per bullet • Use a neutral font that is easy on the eye and easy to read
2	Select the background	<ul style="list-style-type: none"> • Adapt the colours based on where the presentation will be given. • Use light text on a dark background for presentations in darkened rooms. • Use dark text on a light background for presentations in lighted rooms. • Dark on dark or light on light results in low contrast, making the slides difficult to read.
3	Choose relevant images	<ul style="list-style-type: none"> • Images should be used only to help your audience understand the message and to add interest. • Selected images must complement the presentation • Your audience came to see and hear you.
4	Create graphs	<ul style="list-style-type: none"> • Simplify complex information into a visually appealing graphic. • You can select from more than a dozen chart types including line, pie, and bar charts • Graphics should be easy to understand without overloading your audience with unnecessary details or too much text.

5. Explain how to respond to questions about work and presentations in a non-aggressive and professional manner.

1	Prepare for questions	<ul style="list-style-type: none"> • Read through your presentation and make a list of as many questions as you can think.
2	Limit question time	<ul style="list-style-type: none"> • This enables you not to exceed the allocated time for the presentation. • If there are still people who want to ask questions, make yourself available afterwards
3	Remain calm and open	<ul style="list-style-type: none"> • Be aware of your body language • Do not fold your arms or put your hands on your hips in a defensive way
4	Listen carefully to each questions	<ul style="list-style-type: none"> • Write down the key words of the questions so that you don't forget the question
5	Be sure you know what you are being asked	<ul style="list-style-type: none"> • Clarify the question by repeating it to ensure you have understood it
6	Pause and consider your answer	<ul style="list-style-type: none"> • Take some time to pause before you launch into a response
7	Answer clearly and calmly	<ul style="list-style-type: none"> • Remain calm, speak audible and keep responses brief
8	Be honest if you do not know the answer	<ul style="list-style-type: none"> • Admit it if you do not know the answer to a question. • Offer to get back with an answers • Always deliver on your promise

9	Remain professional, polite and calm	<ul style="list-style-type: none"> • Remain professional, polite and calm when people ask questions to try to discredit you. • Do not argue and become aggressive • Answer the question as best you can and move on.
10	Acknowledge errors made	<ul style="list-style-type: none"> • Be gracious in your response, when some alerts you to an error you made and do not become defensive • Apologise for the error and promise to provide every one with the correct details

6. Discuss how to handle feedback and amend plans [AFTER]

<ul style="list-style-type: none"> • Constructive feedback is the only way to improve your presentation skills. • Feedback will inform the presenter about: <ul style="list-style-type: none"> - How the presenter came across. - What the presenter did well. - Where the presenter could improve. • Immediate feedback is not always possible from the audience. • Feedback or evaluation forms could be used for participants to complete. • From the responses, the presenters can learn how successful they were and make the necessary changes. • Presenter should not become defensive when confronted with negative feedback. • Analyse the feedback and determine if there is any truth in it. • Look then for ways to improve it. • When receiving negative feedback after a presentation: <ul style="list-style-type: none"> - Ask more questions of the person so that you get more details about what they feel you did wrong. - Thank them for their input and then move on. - Analyse their comments later and decide if they are valid or not. - If the comment was valid, do something about it.

7. Discuss / Explain how to identify areas for improvement of a presentation [AFTER]

<ul style="list-style-type: none"> • The feedback process allows the presenter time to reflect on what can be changed and improved. • Steps in improving a presentation: <ul style="list-style-type: none"> - Identify the strengths and weaknesses - List the weaknesses and write next to them suggestions for improvements. - Write down all the suggestions and new perspectives provided for each of the weaknesses. - Incorporate all the new suggestions and improvements into the presentation. • Acknowledges mistakes you have made. • Make the changes and move to the next level. • Feedback leads to improvement

5.12 Motivate / Make recommendations / decisions for future improvements based on feedback from presentations: [AFTER]

- Shorten the presentation if it was too long
- Add more detail to the information if the presentation was too short
- Re-organise the flow of the slides if the presentation didn't follow a logical sequence
- Consider the relevance of the nonverbal visual aids
- Was the text appropriate and summarized adequately
- Were the key points adequately addressed
- Was the presentation visually appealing
- Did the visual and graphs complement the verbal presentation

CONSOLIDATION QUESTION

BUSINESS VENTURES (PRESENTATION)

WISE FINANCIAL SERVICES (WFS)

Wiseman, a financial advisor, wants to present his business plan to various investors using a PowerPoint slide show, an overhead projector and hand-outs to enhance the quality of his presentation. He is not sure whether his presentation will be effective as he has never done one before. He also lacks confidence in answering questions posed by the audience.

Provide Wiseman with detailed information on the following:

- Outline the aspects that Wiseman should consider when designing a multimedia presentation.
- Discuss the advantages of PowerPoint slides, an overhead projector and hand-outs as types of visual aids.
- Explain the factors that he should keep in mind during his presentation.
- Elaborate on the aspects that he should consider when responding to questions in a professional and non-aggressive manner.

[40]

SESSION 4

EXAMINATION PREPARATION: TRIAL EXAMINATION

WHAT THE LEARNER MUST KNOW

- Four main topics
- Topics within the main topics
- Structure of Question Paper
- Answering Section A-type Questions
- Answering Section B-type Questions
- Answering Section C-type Questions

SECTION A (COMPULSORY)

QUESTION 1

- 1.1 Various options are provided as possible answers to the following questions. Choose the answer and write only the letter (A – D) next to the question number (1.1.1 – 1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

- 1.1.1 It is aimed at enhancing the knowledge and the abilities of the individuals to improve productivity in their areas of work.
- A Labour Relations Plan
 - B Skills Development Levy
 - C Human Resources Development Plan
 - D National Skills Development Strategy
- 1.1.2 When a dairy farm takes over a cheese factory, ... integration was applied.
- A horizontal
 - B vertical forward
 - C vertical backward
 - D conglomerate
- 1.1.3 This Act makes provision for the establishment of the Commission for Conciliation, Mediation and Arbitration (CCMA).
- A Labour Relations Act, 1995 (Act 66 of 1995)
 - B Employment Equity Act, 1998 (Act 55 of 1998)
 - C National Credit Act, 2005 (Act 34 of 2005)
 - D Compensation for Occupational Injuries and Diseases Act, 1997 (Act 61 of 1997)
- 1.1.4 This leadership style can be applied when workers have the necessary experience to execute their tasks.
- A Situational leadership
 - B Laissez-faire leadership
 - C Transformational leadership
 - D Transactional leadership
- 1.1.5 This business can be listed on the JSE:
- A Jonnies Meats (Pty) Ltd.
 - B Jonnies Meats Inc.
 - C Jonnies Meats Ltd.
 - D Jonnies & Jonnies Meats

- 1.1.6 The owners of this type of ownership are taxed in their personal capacity.
- A Private company
 - B Partnership
 - C Close Corporation
 - D Public company
- 1.1.7 The ... team dynamic theory focuses on the roles that team members prefer to play in a team.
- A Magerison-McCann
 - B Belbin
 - C MTR-I approach
 - D Jungian
- 1.1.8 Conflict between an employer and an employee can be seen as a ...
- A problem.
 - B grievance.
 - C burden.
 - D difference.
- 1.1.9 Sipho's Dairy produces fresh milk and operates in the ... sector.
- A secondary
 - B informal
 - C tertiary
 - D primary
- 1.1.10 A group of workers who meet on a regular basis to discuss quality-related matters is known as ...
- A total quality management.
 - B a work quality forum.
 - C a quality circle.
 - D a quality union.

(10 x 2) (20)

- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK.

economic; indemnification; UIF; professionalism; quality control; security; quality assurance; cultural; ethics; medical aid fund

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- 1.2.1 The principle of ... is applicable to short-term insurance.
- 1.2.2 The right of the employee to join a trade union is an example of a ... right.
- 1.2.3 An example of a compulsory deduction is ...
- 1.2.4 A set of expected behaviour is known as ...
- 1.2.5 Checking every step in the production process to prevent mistakes is referred to as ... (5 x 2) (10)

1.3

Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A – J) next to the question number (1.3.1 – 1.3.5) in the ANSWER BOOK, for example 1.3.6 K

COLUMN A		COLUMN B	
1.3.1	Total client satisfaction	A	prepare budgets and annual monetary reports
1.3.2	Inclusivity	B	various alternative solutions are considered before choosing the best one
1.3.3	General management	C	ensure that quality reviews are regularly conducted
1.3.4	Decision making	D	the business understands current and future customer needs
1.3.5	SWOT analysis	E	allocating senior positions to male employees
		F	used by businesses to assess their primary environment
		G	develop the mission statement of the business
		H	alternative solutions are generated
		I	used by businesses to assess their micro-environment
		J	all employees have equal opportunity for promotion

SECTION B

QUESTION 2: BUSINESS ENVIRONMENT

- 2.1 List THREE types of defensive strategies. (3)
- 2.2 Describe the steps in evaluating a strategy. (10)
- 2.3 Read the scenario below and answer the questions that follow.

MABONE TYRES (MT)

Mabone Tyres specialises in wheel alignment. John, an employee, was injured while on duty. The business paid John R750 and advised him not to report the injury as MT's employees were not registered with the Compensation Fund. The business has many unreported accidents and they do not contribute to the fund.

- 2.3.1 Name the Act that applies to John's injury. Motivate your answer by quoting from the scenario above. (3)
- 2.3.2 Identify FOUR actions that are regarded as non-compliant to the Act identified in Question 2.3.1. (4)
- 2.3.3 Elaborate on the impact on employees of the Act identified in Question 2.3.1. (8)
- 2.4 Outline FIVE provisions of the Basic of Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (5)
- 2.5 Describe the role of SETAs. (10)
- 2.6 Read the scenario below and answer the questions that follow.

Marlene's Interior Design (MID)

Marlene's Interior Design specialises in home decorating. Even though she charges high prices for her services, Marlene has many customers from rich suburbs because of her unique designs.

It was easy to register her business as there were no legal requirements. She only needed a trading licence and a small amount of capital to commence with her business. MID buys their material from Grace Textiles, which is the only supplier of interior decorating material in the area.

Mpho's Home Décor operates in the same area and offers similar services at reasonable prices.

- 2.6.1 Identify the sector in which MID operates. Motivate your answer by quoting from the scenario. (3)
- 2.6.2 Name TWO other business sectors. (2)

- 2.6.3 Analyse the environment in which MID operates using Porter's Five Forces model.

(12)
[60]

QUESTION 5: BUSINESS OPERATIONS

- 5.1 List FOUR examples of fringe benefits. (4)
- 5.2 Distinguish between *piece-meal* and *time-related* as salary determination methods. (4)

- 5.3 Read the scenario below and answer the questions that follow.

Gauteng Clothing Manufacturers (GCM)

Thabo, an employee of Gauteng Clothing Manufacturers, is not performing his duties effectively after being trained on several occasions. GCM has decided to terminate his contract.

- 5.3.1 Identify the reason for terminating Thabo's contract in the above scenario. (1)
- 5.3.2 Explain THREE other reasons for terminating an employment contract. (9)
- 5.4 Explain the role of the interviewee during the interview. (8)
- 5.5 Identify the business function responsible for the activity in EACH statement below.
- 5.5.1 Anwar ensures that business documents are kept in safe storage. (2)
- 5.5.2 Juanita is responsible for releasing positive news about the business in the local media. (2)
- 5.6 Outline the quality indicators of the marketing function. (6)

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

Maduna Bed & Breakfast (MB&B)

Wilbur is the manager of Maduna Bed & Breakfast which is popular for its good English breakfast and quality accommodation. He recently received complaints from customers about the poor quality of service rendered by employees. Customers also complained about the complicated process of online bookings.

5.7.1 Advise Wilbur on how to apply the PDCA model/cycle as part of continuous improvement of systems and processes to improve the quality of their service. (8)

5.7.2 Explain to Wilbur the advantages of implementing a good quality management system in MB&B. (8)

5.8 Analyse the impact of continuous skills development as a TQM element on large businesses. (8)

[60]

SECTION C

BUSINESS OPERATIONS (HUMAN RESOURCES)

SIPHO TRADERS

The management of Siphon Traders recently appointed Kobie as their marketing manager. The business is supposed to orientate and place Kobie accordingly. Kobie expects Siphon Traders to develop his managerial skills.

As a human resources consultant, give a detailed report on the following human resources activities:

- Explain the purpose of induction and state FIVE aspects that should be included in an induction programme.
- Advise Siphon Traders on the placement procedure they should follow.
- Discuss the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function.
- Recommend SIX aspects that must be included in Kobie's employment contract.

ACKNOWLEDGEMENT OF SOURCES

1. WCED – Gr 12 Business Studies Core Notes
2. MEED – 2017 Gr 12 Business Studies Trial Examination
3. Gauteng - 2017 Gr 12 Business Studies Trial Examination
4. Free State - 2017 Gr 12 Business Studies Trial Examination
5. DBE – 2016 Business Studies NSC Examination

