basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NASIONALE
SENIOR SERTIFIKAAT

GRAAD 12

BSTD.1

BESIGHEIDSTUDIES

FEBRUARIE/MAART 2017

PUNTE: 300

TYD: 3 uur

Hierdie vraestel bestaan uit 14 bladsye.

OGGENDSESSIE

Kopiereg voorbehou

INSTRUKSIES EN INLIGTING

Lees die volgende instruksies aandagtig deur voordat die vrae beantwoord word.

1. Hierdie vraestel bestaan uit DRIE afdelings en dek al die hoofonderwerpe.

   AFDELING A: VERPLIGTEND
   AFDELING B: Bestaan uit VYF vrae
   Beantwoord enige DRIE van die vyf vrae in hierdie afdeling.
   AFDELING C: Bestaan uit VIER vrae
   Beantwoord enige TWEE van die vier vrae in hierdie afdeling.

2. Lees die instruksies vir elke vraag aandagtig deur en neem deeglik kennis van wat vereis word.

3. Nommer die antwoorde korrek volgens die nommeringstelsel wat in hierdie vraestel gebruik is. Geen punte sal toegeken word vir antwoorde wat verkeerd genommer is nie.

4. Behalwe waar ander instruksies gegee word, moet antwoorde in volsinne wees.

5. Gebruik die puntetoekenning en aard van elke vraag om die lengte en diepte van 'n antwoord te bepaal.

6. Gebruik die tabel hieronder as 'n gids vir punte- en tydtoekenning wanneer jy elke vraag beantwoord.

AFDELING	VRAAG	PUNTE	TYD (minute)
A: Objektiewe tipe vrae VERPLIGTEND	**1**	**40**	**30**
B: VYF direkte/indirekte tipe vrae KEUSE (Beantwoord enige DRIE.)	**2**	**60**	**30**
	3	**60**	**30**
	4	**60**	**30**
	5	**60**	**30**
	6	**60**	**30**
C: VIER opsteltipe vrae KEUSE (Beantwoord enige TWEE.)	**7**	**40**	**30**
	8	**40**	**30**
	9	**40**	**30**
	10	**40**	**30**
TOTAAL		**300**	**180**

7. Begin die antwoorde op ELKE vraag op 'n NUWE bladsy, byvoorbeeld VRAAG 1 – nuwe bladsy, VRAAG 2 – nuwe bladsy, ensovoorts.

8. Jy mag 'n nieprogrammeerbare sakrekenaar gebruik.

9. Skryf netjies en leesbaar.

AFDELING A (VERPLIGTEND)

VRAAG 1

1.1 Verskeie opsies word as moontlike antwoorde op die volgende vrae gegee. Skryf die vraagnommer (1.1.1–1.1.10) neer, kies die antwoord en maak 'n kruisie (X) oor die letter (A–D) van jou keuse in die ANTWOORDEBOEK.

VOORBEELD:				
1.1.11	A	B	C	~~D~~ (X)

1.1.1 Werkgewers betaal 1% as 'n vaardigheidsontwikkelingsheffing indien hul jaarlikse salarisuitgawe ... oorskry.

A R50 000
B R500 000
C R1 000 000
D R100 000

1.1.2 Die proses waarvolgens 'n besigheid sy bedrywighede staak en alle bates verkoop om skulde af te betaal:

A Aflegging
B Markontwikkeling
C Disinvestering/Vervreemding
D Likwidasie

1.1.3 Watter EEN van die volgende besighede kan onder die tersiêre sektor geklassifiseer word?

A Solly Opleiding & Ontwikkeling BK
B Trust Meubelvervaardigers
C TRIX Steenkoolmyn
D Nandi Suikerrietverbouers

1.1.4 'n Minimum van R1 000 moet in hierdie soort belegging belê word:

A Effektetrusts
B Aandele
C Vaste deposito
D RSA-kleinhandelspaareffekte

1.1.5 Onbeperkte aanspreeklikheid beteken ...

A eienaars se persoonlike bates is beskerm ingeval die besigheid bankrot raak.
B eienaars kan hul persoonlike bates verloor ingeval die besigheid bankrot raak.
C eienaars kan nie meer verloor as wat hulle in die besigheid belê het nie ingeval die besigheid bankrot raak.
D eienaars is nie daarop geregtig om in die winste van die besigheid te deel nie.

WESTERN CAPE

1.1.6 Besighede pas hierdie bestuurs- en leierskapsteorie toe om werknemers in 'n kort tydperk te verander, ontwikkel en motiveer:

A Situasionele teorie
B Karakterteorie
C Transformasionele teorie
D Leiers en volgelinge

1.1.7 Die reg van werknemers om by vakbonde aan te sluit, staan as vryheid van … bekend.

A assosiasie
B uitdrukking
C beweging
D spraak

1.1.8 Besighede beskerm die omgewing deur …

A herwinningsprogramme.
B giftige afval in riviere en damme te stort.
C lugbesoedeling.
D nienakoming van omgewingswetgewing.

1.1.9 'n Menslikehulpbron-aktiwiteit waar die werknemer se bevoegdheid by sy/haar pos gepas word:

A Onderhoud
B Induksie
C Plasing
D Sifting

1.1.10 BAC Beverages se produksiebestuurder voer gereelde inspeksies op eindprodukte uit om te verseker dat aan die vereiste standaarde voldoen word. Hierdie proses staan as gehalte-… bekend.

A sirkels
B beplanning
C versekering
D beheer (10 x 2) (20)

1.2 Voltooi die volgende stellings deur die woord(e) in die lys hieronder te gebruik. Skryf slegs die woord(e) langs die vraagnommer (1.2.1–1.2.5) in die ANTWOORDEBOEK neer. Elke woord mag slegs EEN KEER gebruik word.

besluitneming; Nasionale Kredietwet; probleemoplossing; bestuurders; aftrede; stukwerk; aflegging; Wet op Verbruikersbeskerming; leiers; tydverwante; Porter se Vyf

1.2.1 … dwing besighede om meer inligting oor hul produkte en prosesse bekend te maak.

1.2.2 … het gesag op grond van hul posisie in die maatskappy.

1.2.3 … word gewoonlik toegepas om die aantal werknemers te verminder weens herstrukturering in die besigheid.

1.2.4 … vereis kreatiewe denkvaardighede om alternatiewe oplossings te ontwikkel en te evalueer.

1.2.5 … salarisvasstelling word gebruik om werkers te betaal wanneer ooreengekome dele van 'n projek voltooi is. (5 x 2) (10)

1.3 Kies 'n beskrywing uit KOLOM B wat by 'n term in KOLOM A pas. Skryf slegs die letter (A–J) langs die vraagnommer (1.3.1–1.3.5) in die ANTWOORDEBOEK neer, byvoorbeeld 1.3.6 K.

KOLOM A		KOLOM B	
1.3.1	Belbin-rolleteorie	A	verskillende individue werk saam om een doel te bereik
1.3.2	Privaat maatskappy	B	verantwoordelik vir die uitsoek van grondstowwe teen die beste pryse
1.3.3	Strategie-evaluering	C	aanvaar dat mense met 'n voorkeur vir sekere houdings en funksies gebore word
1.3.4	Finansiële funksie	D	moet 'n prospektus registreer en publiseer
1.3.5	Bestormingstadium	E	aanvaar dat suksesvolle spanprestasie deur die gedrag van spanlede beïnvloed word
		F	proses om besigheidsaktiwiteite te moniteer en prestasie te meet
		G	proses om besigheidstaktiek te gebruik om uitdagings te oorkom
		H	magstryd vir die posisie van spanleier kom soms voor
		I	verantwoordelik vir die opstel van jaarlikse begrotings
		J	aandele is nie vryelik oordraagbaar nie

(5 x 2) (10)

TOTAAL AFDELING A: 40

WESTERN CAPE

AFDELING B

Beantwoord ENIGE DRIE vrae in hierdie afdeling.

LET WEL: Dui die VRAAGNOMMER van elke vraag wat jy kies, duidelik aan. Die antwoord op ELKE vraag moet op 'n NUWE bladsy begin, byvoorbeeld VRAAG 2 op 'n NUWE bladsy, VRAAG 3 op 'n NUWE bladsy, ensovoorts.

VRAAG 2: BESIGHEIDSOMGEWINGS

2.1 Noem die SES komponente van die PESTWO-analise. (6)

2.2 Maak 'n lys van DRIE besigheidsomgewings en noem die mate van beheer wat besighede oor elke omgewing het. (9)

2.3 Verduidelik die betekenis van *leerlingskappe.* (4)

2.4 Lees die scenario hieronder en beantwoord die vrae wat volg.

GLEN HEEN-EN-WEER-DIENS (GHW)
Glen Heen-en-weer-diens vervoer kliënte na en van die lughawe. Enkele kliënte het GHW versoek om koeldrank gedurende die ritte te verkoop. GHW het besluit om met Clear Beverages saam te smelt om sodoende aan hul kliënte se behoeftes te voldoen.

2.4.1 Identifiseer die soort integrasiestrategie wat GHW in die scenario hierbo toegepas het. Motiveer jou antwoord. (3)

2.4.2 Noem TWEE ander integrasiestrategieë. (2)

2.4.3 Gee DRIE redes waarom besighede integrasiestrategieë kan gebruik. (6)

2.5 Lees die scenario hieronder en beantwoord die vrae wat volg.

QUICK CASH FONDSE (QCF)
Quick Cash Fondse stel lenings beskikbaar aan enigeen wat kontant op kort kennisgewing nodig het. QCF moedig mense aan om vir lenings aansoek te doen ongeag hul finansiële status. Hulle gebruik ook misleidende en bedrieglike metodes om potensiële kliënte te lok.

2.5.1 Haal TWEE maniere uit die scenario hierbo aan waarop QCF nie aan die Nasionale Kredietwet (NKW), 2005 (Wet 34 van 2005) voldoen nie. (2)

2.5.2 Beveel maniere aan waarop QCF aan hierdie Wet kan voldoen. (8)

2.6 Bespreek die impak van die Wet op Breëbasis- Swart Ekonomiese Bemagtiging (BBSEB), 2003 (Wet 53 van 2003) (aangepas in 2013) op besighede. (10)

2.7 Regverdig die doeltreffendheid van die Wet op Gelyke Indiensneming (WGI), 1998 (Wet 55 van 1998) op besighede. (10)
[60]

VRAAG 3: BESIGHEIDSGELEENTHEDE

3.1 Noem VIER faktore wat oorweeg moet word wanneer daar aan die einde van 'n aanbieding op vrae gereageer word. (8)

3.2 Identifiseer die soort aandele wat deur ELKE stelling hieronder verteenwoordig word.

3.2.1 Aandele word aan bestaande aandeelhouers uitgereik as vergoeding vir 'n verlies aan dividende.

3.2.2 Aandeelhouers ontvang hul dividende voordat andere uitbetaal kan word.

3.2.3 Hierdie aandele word aan aandeelhouers uitgereik wat die maatskappy begin het.

3.2.4 Hierdie aandeelhouers kan meer dividende ontvang wanneer die maatskappy groter winste maak. (8)

3.3 Beskryf in breë trekke die funksies van die Johannesburgse Sekuriteite-beurs Bpk. (JSE). (8)

3.4 Brei uit oor die belangrikheid van 'n belegging in vaste deposito's. (3)

3.5 Tabuleer die verskille tussen *saamgestelde* en *enkelvoudige rente*. (8)

3.6 Lees die scenario hieronder en beantwoord die vrae wat volg.

BALOYI HANDELAARS (BH)

Mej. Green, 'n bestuurder by Baloyi Handelaars, versoek werknemers gereeld om idees by te dra oor hoe om die besigheid se winste te verhoog.

3.6.1 Noem die leierskapstyl wat mej. Green in die scenario hierbo toepas. Motiveer jou antwoord. (3)

3.6.2 Bespreek die impak van mej. Green se leierskapstyl wat in VRAAG 3.6.1 geïdentifiseer is, op Baloyi Handelaars. (8)

3.6.3 Gee mej. Green raad oor die voordele daarvan om die situasionele leierskapsteorie in die werkplek te gebruik. (6)

3.7 Verduidelik hoe die volgende faktore tot die sukses en/of mislukking van 'n maatskappy sonder winsopslag kan bydra:

3.7.1 Kapitaal (4)

3.7.2 Bestuur (4)
[60]

WESTERN CAPE

VRAAG 4: BESIGHEIDSROLLE

4.1 Noem VYF ekonomiese regte van werknemers in die werkplek. (5)

4.2 Verduidelik hoe besighede konflik in die werkplek moet hanteer. (8)

4.3 Identifiseer die onetiese of onprofessionele besigheidspraktyk wat in elk van die volgende scenario's uitgebeeld word:

4.3.1 Masakhane Winkels se pryse vir dieselfde goedere is hoër in die dorpie as in die stad.

4.3.2 Die direkteur van KNZ Raadgewers gebruik die besigheid se kredietkaart om vir persoonlike uitgawes te betaal.

4.3.3 Zamu Prokureurs se werknemers bestee gedurende kantoorure meer tyd aan sosiale netwerke as aan hul pligte. (6)

4.4 Beskryf hoe besighede die dinkskrumtegniek kan toepas om hul besigheidsprobleme op te los. (8)

4.5 Bespreek die volgende kriteria vir die beoordeling van suksesvolle spanprestasie:

4.5.1 Interpersoonlike gesindheid en gedrag (2)

4.5.2 Kommunikasie (2)

4.6 Brei uit oor die belangrikheid van spandinamika-teorieë om spanprestasie te verbeter. (4)

4.7 Bespreek die voordele van diversiteit in die werkplek. (8)

4.8 Lees die scenario hieronder en beantwoord die vrae wat volg.

NATASHA DÉCOR (ND)

Die finansiële bestuurder van Natasha Décor sien toe dat belasting op toegevoegde waarde (BTW) betyds aan die SAID oorbetaal word. Werknemers word betaal volgens die hoeveelheid moeite en tyd wat hulle by die werk bestee. ND gebruik nie dieselfde idees as hul mededingers tot voordeel van hul eie besigheid nie.

Maak 'n lys van die DRIE maniere waarop ND professioneel, verantwoordelik en eties sake bedryf. Haal uit die scenario aan om jou antwoord te motiveer. Gebruik die tabel hieronder om jou antwoord aan te bied.

SAKEPRAKTYK	AANHALING UIT SCENARIO

(9)

4.9 Beveel maniere aan waarop besighede 'n omgewing kan skep wat kreatiewe denke in die werkplek bevorder. (8)
[60]

VRAAG 5: BESIGHEIDSBEDRYWIGHEDE

5.1 Noem VYF metodes van eksterne werwing. (5)

5.2 Noem DRIE aspekte wat by die induksieprogram ingesluit moet word. (6)

5.3 Lees die scenario hieronder en beantwoord die vrae wat volg.

TOM VLOERE (TV)
Mnr. Du Preez is die nuutaangestelde finansiële bestuurder van Tom Vloere. Sy indiensnemingskontrak toon slegs sy handtekening. Die kontrak bepaal dat van hom vereis kan word om 12 uur per week oortyd te werk. Daar word van hom verwag om ander pligte, wat nie in sy kontrak genoem word nie, uit te voer.

5.3.1 Identifiseer die tekortkominge met betrekking tot mnr. Du Preez se indiensnemingskontrak. Maak aanbevelings vir verbetering. (9)

5.3.2 Beskryf in breë trekke enige TWEE ander wetlike vereistes van die indiensnemingskontrak. (4)

5.4 Bespreek die keuringsprosedure as een van die aktiwiteite van die menslikehulpbron-funksie. (8)

5.5 Identifiseer die element van totale gehaltebestuur (TGB) wat in ELKE stelling hieronder uitgebeeld word.

5.5.1 JKM Vars Vrugte se bestuur maak seker dat klante se klagtes binne 24 uur hanteer word.

5.5.2 Die werknemers van Tumi Raadgewers woon gereeld opleidingskursusse oor dienslewering by.

5.5.3 Huishoudeliketoestel-vervaardigers gebruik moderne produksie-tegnologie om te verseker dat hul produkte ooreenkom met die jongste innovasies.

5.5.4 Themba Gastehuis se besturende direkteur laat die personeel toe om tydens strategiese beplanningsessies insette te lewer.

5.5.5 Duncan Rekenaars kan dit bekostig om twee ekstra kundiges in hul Inligtingstegnologiedepartement aan te stel. (10)

5.6 Verduidelik hoe totale gehaltebestuur (TGB) die koste van gehalte kan verlaag. (6)

5.7 Onderskei tussen *gehalteprestasie* en *gehaltebestuur*. (4)

5.8 Stel TWEE gehalte-aanwysers vir ELKE besigheidsfunksie hieronder voor:

5.8.1 Bemarkingsfunksie (4)

5.8.2 Administrasiefunksie (4)
[60]

Kopiereg voorbehou

VRAAG 6: DIVERSE/ALLERLEI ONDERWERPE

BESIGHEIDSOMGEWINGS

6.1 Lees die scenario hieronder en beantwoord die vrae wat volg.

DAVE DIGITALE KLANK (DDK)

DDK spesialiseer in die verkoop van radio's en motorklankstelsels. Hulle neem gekwalifiseerde klankingenieurs in diens. Die besigheid het nie genoeg kapitaal om klankstelsels vir groot geleenthede te koop en te verkoop nie. Besighede in dieselfde bedryf sluit hul deure as gevolg van ondoeltreffende bemarkingsveldtogte. DDK is in 'n hoëmisdaad-gebied geleë.

6.1.1 Stel 'n SSGB('SWOT')-analise vir DDK saam. (4)

6.1.2 Stel EEN strategie voor om elke swak punt en bedreiging wat in VRAAG 6.1.1 geïdentifiseer is, baas te raak. (4)

6.2 Bespreek die voordele van die Wet op Vergoeding vir Beroepsbeserings en -siektes ('COIDA'), 1993 (Wet 130 van 1993) (aangepas in 1997). (6)

BESIGHEIDSGELEENTHEDE

6.3 Gee TWEE voorbeelde van nieverbale aanbiedingsmetodes. (2)

6.4 Verduidelik hoe *opbrengs op belegging* en *risiko* die besluit om in aandele te belê, kan beïnvloed. (4)

6.5 Vergelyk 'n *vennootskap* en 'n *persoonlike-aanspreeklikheidsmaatskappy* as ondernemingsvorme ten opsigte van die volgende kriteria:

6.5.1 Kontinuïteit (4)

6.5.2 Belasting (4)

BESIGHEIDSROLLE

6.6 Beskryf in breë trekke enige VIER probleemoplossingstappe. (4)

6.7 Identifiseer die King-kode-beginsel wat in ELKE stelling hieronder uitgebeeld word.

6.7.1 Rocky Handelaars publiseer die waarde van hul aandele in hul finansiële verslae. (2)

6.7.2 John Skoene Bpk. se direkteure aanvaar verantwoordelikheid vir hul besluite en optrede. (2)

6.8 Mnr. Nel werk as 'n verkoopsverteenwoordiger. Hy word onregverdig in die werkplek behandel. Verduidelik die korrekte prosedure wat hy moet volg om sy griewe te hanteer. (8)

BESIGHEIDSBEDRYWIGHEDE

6.9 Lees die scenario hieronder en beantwoord die vrae wat volg.

CLEANCUT SLAGHUIS (CS)
Cleancut Slaghuis het tien toegewyde werkers in diens wat altyd die sperdatums haal. CS het besluit om hulle gratis akkommodasie en mediese hulp aan te bied uit waardering vir hul goeie diens.

6.9.1 Noem TWEE soorte byvoordele wat CS aanbied. (2)

6.9.2 Bespreek die voordele van byvoordele vir CS. (6)

6.10 Analiseer die negatiewe impak op besighede as TGB swak geïmplementeer word. (8)
[60]

TOTAAL AFDELING B: 180

AFDELING C

Beantwoord ENIGE TWEE vrae in hierdie afdeling.

LET WEL: Dui die VRAAGNOMMER van elke vraag wat jy kies, duidelik aan. Die antwoord op ELKE vraag moet boaan 'n NUWE bladsy begin, byvoorbeeld VRAAG 7 op 'n NUWE bladsy, VRAAG 8 op 'n NUWE bladsy, ensovoorts.

VRAAG 7: BESIGHEIDSOMGEWINGS (WETGEWING)

Die verhouding tussen werkgewers en werknemers word gerig deur die Wet op Arbeidsverhoudinge (WAV), 1995 (Wet 66 van 1995). Besighede wat nie aan hierdie Wet voldoen nie, kan swaar boetes in die gesig staar.

As 'n arbeidsverhoudinge-kenner, doen volledig verslag oor die volgende aspekte van die Wet op Arbeidsverhoudinge:

- Beskryf in breë trekke die regte van werkgewers en werknemers volgens die WAV.
- Bespreek die doel van die Wet op Arbeidsverhoudinge.
- Evalueer die impak van hierdie Wet op besighede.
- Beveel maniere aan waarop besighede aan die WAV kan voldoen. **[40]**

VRAAG 8: BESIGHEIDSGELEENTHEDE (VERSEKERING EN AANBIEDING)

SMARTSURANCE (SS)

Mnr. Funa is 'n versekeringsmakelaar by Smartsurance. Hy moet tydens 'n vergadering van plaaslike besigheidseienaars 'n aanbieding oor verskillende soorte versekeringsprodukte doen. Daar word ook van hom verwag om potensiële kliënte van die belangrikheid van versekering te oortuig.

Mnr. Funa benodig besonderhede oor die volgende aspekte wat hy by sy aanbieding wil insluit. Hy versoek dat jy:

- Onderskei tussen *verpligte* en *nieverpligte versekering*. Gee TWEE praktiese voorbeelde van elk.
- Verduidelik die belangrikheid van versekering vir besighede.
- Bespreek DRIE beginsels van versekering.
- Gee hom raad oor hoe hy sy volgende aanbieding kan verbeter. **[40]**

VRAAG 9: BESIGHEIDSROLLE (MAATSKAPLIKE VERANTWOORDELIKHEID EN KORPORATIEWE BURGERSKAP)

Besighede is verplig om programme vir korporatiewe maatskaplike verantwoordelikheid (KMV), wat daarop gemik is om die lewensgehalte van gemeenskappe te verbeter, in werking te stel. Sommige besighede glo dat daar nie van hulle verwag kan word om in projekte vir korporatiewe maatskaplike belegging/investering (KMB/KMI) te belê nie aangesien dit nie die primêre doel van hul besigheid is nie.

Ondersteun die argument hierbo deur na die volgende aspekte te verwys:

- Beskryf verskille tussen *KMV* en *KMB/KMI*.
- Evalueer die impak van KMB/KMI op besighede.
- Verduidelik die verband tussen maatskaplike verantwoordelikheid en drievoudige sleutelaspekte ('triple bottom line').
- Beveel VYF maniere aan waarop besighede met tyd en energie hul werknemers se welstand kan bevorder. **[40]**

VRAAG 10: BESIGHEIDSBEDRYWIGHEDE (MENSLIKE HULPBRONNE EN GEHALTE VAN PRESTASIE)

SHAKES VERVAARDIGING BPK. (SVB)

Shakes Vervaardiging Bpk. is 'n groot besigheid wat in die vervaardiging van skooluniforms spesialiseer. Skole is nie tevrede met die gehalte van SVB se produkte nie. SVB se bestuur wil 'n produksiebestuurder werf en aanstel om hul gehalteprosesse te monitor en te evalueer.

Gee 'n gedetailleerde verslag oor die volgende aspekte:

- Verduidelik die werwingsprosedure wat SVB moet volg om die vakante pos te vul.
- Gee SVB raad oor die voordele van induksie van die produksiebestuurder.
- Brei uit op die voordele van monitering en evaluering van SVB se gehalteprosesse as 'n TGB-element.
- Beveel maniere aan waarop SVB se algemene bestuurder tot die gehalte van die besigheid se prestasie kan bydra. **[40]**

TOTAAL AFDELING C: 80
GROOTTOTAAL: 300

Kopiereg voorbehou

QUESTION 9: BUSINESS ROLES (SOCIAL RESPONSIBILITY AND CORPORATE CITIZENSHIP)

Businesses are compelled to initiate corporate social responsibility (CSR) programmes that are aimed at enhancing the quality of life of communities. Some businesses believe that they should not be expected to invest in corporate social investment (CSI) projects as these are not the primary objectives of their business.

Support the above argument by referring to the following aspects:

- Describe differences between *CSR* and *CSI*.
- Evaluate the impact of CSI on businesses.
- Explain the relationship between social responsibility and triple bottom line.
- Recommend FIVE ways in which businesses can contribute time and effort to advance the well-being of their employees. **[40]**

QUESTION 10: BUSINESS OPERATIONS (HUMAN RESOURCES AND QUALITY OF PERFORMANCE)

SHAKES MANUFACTURING LTD (SML)
Shakes Manufacturing Ltd is a large business specialising in the manufacturing of school uniforms. Schools are not happy with the quality of SML's products. The management of SML wants to recruit and appoint a production manager to monitor and evaluate their quality processes.

Provide a detailed report on the following aspects:

- Explain the recruitment procedure that SML should follow to fill the vacancy.
- Advise SML on the benefits of inducting the production manager.
- Elaborate on the advantages of monitoring and evaluating SML's quality processes as a TQM element.
- Recommend ways in which the general manager of SML can contribute to the quality of performance of the business. **[40]**

TOTAL SECTION C: 80
GRAND TOTAL: 300

Copyright reserved

SECTION C

Answer ANY TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH question must start on a NEW page, for example QUESTION 7 on a NEW page, QUESTION 8 on a NEW page, et cetera.

QUESTION 7: BUSINESS ENVIRONMENTS (LEGISLATION)

The relationship between employers and employees is guided by the Labour Relations Act (LRA), 1995 (Act 66 of 1995). Businesses who do not comply with this Act may face penalties.

As a labour relations expert, provide a detailed report on the following aspects of the Labour Relations Act:

- Outline the rights of employers and employees according to the LRA.
- Discuss the purpose of the Labour Relations Act.
- Evaluate the impact of this Act on businesses.
- Recommend ways in which businesses can comply with the LRA. **[40]**

QUESTION 8: BUSINESS VENTURES (INSURANCE AND PRESENTATION)

SMARTSURANCE (SS)

Mr Funa is an insurance broker at Smartsurance. He has to do a presentation on different types of insurance products at a meeting of local business owners. He is also expected to convince potential clients on the importance of insurance.

Mr Funa needs details on the following aspects to be included in his presentation. He requires you to:

- Distinguish between *compulsory* and *non-compulsory insurance*. Give TWO practical examples of each.
- Explain the importance of insurance for businesses.
- Discuss THREE principles of insurance.
- Advise him on how he can improve his next presentation. **[40]**

WESTERN CAPE

BUSINESS OPERATIONS

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

CLEANCUT BUTCHERY (CB)

Cleancut Butchery employs ten dedicated workers who always meet deadlines. CB has decided to offer them free accommodation and medical aid as a token of appreciation for good service.

6.9.1 Name TWO types of fringe benefits offered by CB. (2)

6.9.2 Discuss the advantages of fringe benefits for CB. (6)

6.10 Analyse the negative impact on businesses if TQM is poorly implemented. (8)
[60]

TOTAL SECTION B: 180

QUESTION 6: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

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

DAVE DIGITAL SOUND (DDS)
DDS specialise in selling radios and car sound systems. They employ qualified sound engineers. The business does not have sufficient capital to buy and sell sound systems that cater for large events. Businesses in the same industry are closing down due to ineffective marketing campaigns. DDS is located in a high crime area.

6.1.1 Compile a SWOT analysis for DDS. (4)

6.1.2 Suggest ONE strategy to handle each weakness and threat identified in QUESTION 6.1.1. (4)

6.2 Discuss the advantages of the Compensation for Occupational Injuries and Diseases Act (COIDA), 1993 (Act 130 of 1993) (amended in 1997). (6)

BUSINESS VENTURES

6.3 Give TWO examples of non-verbal presentation methods. (2)

6.4 Explain how *return on investment* and *risk* may influence the decision to invest in shares. (4)

6.5 Compare a *partnership* and a *personal-liability company* as forms of ownership in terms of the following criteria:

6.5.1 Continuity (4)

6.5.2 Taxation (4)

BUSINESS ROLES

6.6 Outline any FOUR problem-solving steps. (4)

6.7 Identify the King Code principle illustrated in EACH statement below.

6.7.1 Rocky Traders publishes the value of their shares in their financial reports. (2)

6.7.2 The directors of John Shoes Ltd take responsibility for their decisions and actions. (2)

6.8 Mr Nel is employed as a sales representative. He is subjected to unfair treatment in the workplace. Explain the correct procedure that he should follow to deal with his grievance. (8)

WESTERN CAPE

QUESTION 5: BUSINESS OPERATIONS

5.1 Name FIVE methods of external recruitment. (5)

5.2 State THREE aspects that should be included in the induction programme. (6)

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

TOM FLOORING (TF)
Mr Du Preez is the newly appointed financial manager at Tom Flooring. His employment contract only bears his signature. The contract states that he may be required to work 12 hours overtime per week. He is expected to perform other duties which are not listed in his contract.

5.3.1 Identify the challenges with regard to Mr Du Preez's employment contract. Make recommendations for improvement. (9)

5.3.2 Outline any TWO other legal requirements of the employment contract. (4)

5.4 Discuss the selection procedure as one of the activities of the human resources function. (8)

5.5 Identify the total quality management (TQM) element illustrated in EACH statement below.

5.5.1 The management of JKM Fresh Fruits ensures that customer complaints are handled within 24 hours.

5.5.2 The employees of Tumi's Consulting regularly attend training courses on service delivery.

5.5.3 Home Appliances Manufacturers uses modern production technology to ensure their products are in line with the latest innovations.

5.5.4 The managing director of Themba's Holiday Lodge allows the staff to make inputs during strategic planning sessions.

5.5.5 Duncan Computers can afford to employ two additional experts in their Information Technology department. (10)

5.6 Explain how total quality management (TQM) can reduce the cost of quality. (6)

5.7 Distinguish between *quality performance* and *quality management*. (4)

5.8 Suggest TWO quality indicators for EACH of the following business functions:

5.8.1 Marketing function (4)

5.8.2 Administration function (4)
[60]

WESTERN CAPE

QUESTION 4: BUSINESS ROLES

4.1 List FIVE economic rights of employees in the workplace. (5)

4.2 Explain how businesses should handle conflict in the workplace. (8)

4.3 Identify the unethical or unprofessional business practice illustrated in each of the following scenarios:

4.3.1 Masakhane Stores charges more for the same goods in the village than in the city.

4.3.2 The director of KNZ Consulting uses the business credit card to pay for personal expenses.

4.3.3 Employees of Zamu Attorneys spend more time on social networks during office hours than on their duties. (6)

4.4 Describe how businesses can apply the brainstorming technique to solve their business problems. (8)

4.5 Discuss the following criteria for assessing successful team performance:

4.5.1 Interpersonal attitude and behaviour (2)

4.5.2 Communication (2)

4.6 Elaborate on the importance of team dynamic theories in improving team performance. (4)

4.7 Discuss the benefits of diversity in the workplace. (8)

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

NATASHA DÉCOR (ND)

The financial manager of Natasha Décor ensures that value-added tax (VAT) is paid over to SARS on time. Employees are paid according to the amount of effort and time spent at work. ND do not use identical ideas from their competitors to benefit their own business.

List the THREE ways in which ND conduct business professionally, responsibly and ethically. Quote from the scenario to support your answer. Use the table below to present your answer.

BUSINESS PRACTICE	QUOTE FROM SCENARIO

(9)

4.9 Recommend ways in which businesses may create an environment that promotes creative thinking in the workplace. (8)
[60]

QUESTION 3: BUSINESS VENTURES

3.1 State FOUR factors to be considered when responding to questions at the end of a presentation. (8)

3.2 Identify the type of shares represented by EACH statement below.

3.2.1 Shares are issued to existing shareholders as compensation for loss of dividends.

3.2.2 Shareholders receive their dividends before others can be paid out.

3.2.3 These shares are issued to shareholders who started the company.

3.2.4 These shareholders may receive higher dividends when the company has made large profits. (8)

3.3 Outline the functions of the Johannesburg Securities Exchange Ltd (JSE). (8)

3.4 Elaborate on the importance of investing in fixed deposits. (3)

3.5 Tabulate the differences between *compound* and *simple interest*. (8)

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

BALOYI TRADERS (BT)

Ms Green, a manager at Baloyi Traders, regularly requests employees to contribute ideas on how to increase business profits.

3.6.1 Name the leadership style that Ms Green is applying in the scenario above. Motivate your answer. (3)

3.6.2 Discuss the impact of Ms Green's leadership style identified in QUESTION 3.6.1 on Baloyi Traders. (8)

3.6.3 Advise Ms Green on the benefits of using the situational leadership theory in the workplace. (6)

3.7 Explain how the following factors can contribute to the success and/or failure of a non-profit company:

3.7.1 Capital (4)

3.7.2 Management (4)

[60]

Copyright reserved
WESTERN CAPE

SECTION B

Answer ANY THREE questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page, et cetera.

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Name the SIX components of the PESTLE analysis. (6)

2.2 List THREE business environments and state the extent of control that businesses have over each environment. (9)

2.3 Explain the meaning of *learnerships.* (4)

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

GLEN SHUTTLE SERVICE (GSS)
Glen Shuttle Service transports clients to and from the airport. Some clients have requested GSS to sell soft drinks while travelling. GSS has decided to merge with Clear Beverages to be able to satisfy the needs of their clients.

2.4.1 Identify the type of integration strategy that GSS applied in the scenario above. Motivate your answer. (3)

2.4.2 State TWO other integration strategies. (2)

2.4.3 Give THREE reasons why businesses may use integration strategies. (6)

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

QUICK CASH FUNDING (QCF)
Quick Cash Funding makes loans available to anyone who needs cash at short notice. QCF encourages people to apply for loans regardless of their financial status. They also use misleading and deceptive methods to attract potential clients.

2.5.1 Quote TWO ways from the scenario above in which QCF is not complying with the National Credit Act (NCA), 2005 (Act 34 of 2005). (2)

2.5.2 Recommend ways in which QCF can comply with this Act. (8)

2.6 Discuss the impact of the Broad-Based Black Economic Empowerment (BBBEE) Act, 2003 (Act 53 of 2003) (amended in 2013) on businesses. (10)

2.7 Justify the effectiveness of the Employment Equity Act (EEA), 1998 (Act 55 of 1998) on businesses. (10)
[60]

Copyright reserved

WESTERN CAPE

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	Belbin role theory	A	different individuals work together towards one goal
1.3.2	Private company	B	responsible for selecting raw materials at the best prices
1.3.3	Strategy evaluation	C	assumes that people are born with a preference for certain attitudes and functions
1.3.4	Financial function	D	has to register and publish a prospectus
1.3.5	Storming stage	E	assumes that successful team performance is influenced by the behaviour of team members
		F	process of monitoring business activities and measuring performance
		G	process of using business tactics to overcome challenges
		H	power struggle for the position of team leader occurs sometimes
		I	responsible for preparing annual budgets
		J	shares are not freely transferable

(5 x 2) (10)

TOTAL SECTION A: 40

Copyright reserved

WESTERN CAPE

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) in the ANSWER BOOK. Each word should only be used ONCE.

decision-making; National Credit Act; problem-solving; managers; retirement; piecemeal; retrenchment; Consumer Protection Act; leaders; time-related; Porter's Five

1.2.1 … forces businesses to disclose more information about their products and processes.

1.2.2 … have authority because of their position in the company.

1.2.3 … is usually applied to reduce the number of employees due to restructuring in the business.

1.2.4 … requires creative thinking skills to generate and evaluate alternative solutions.

1.2.5 … salary determination is used to pay employees when agreed-upon parts of a project are completed. (5 x 2) (10)

Copyright reserved

1.1.6 Businesses apply this management and leadership theory to change, develop and motivate employees over a short period of time:

A Situational theory
B Trait theory
C Transformational theory
D Leaders and followers

1.1.7 The right of employees to join trade unions is known as freedom of …

A association.
B expression.
C movement.
D speech.

1.1.8 Businesses protect the environment through …

A recycling programmes.
B dumping toxic waste in rivers and dams.
C air pollution.
D non-compliance with environmental legislation.

1.1.9 A human resources activity where the competency of the employee is matched with his/her position:

A Interview
B Induction
C Placement
D Screening

1.1.10 The production manager for BAC Beverages conducts regular inspections on final goods to ensure that the required standards are met. This process is known as quality …

A circles.
B planning.
C assurance.
D control. (10 x 2) (20)

Copyright reserved

WESTERN CAPE

SECTION A (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Write down the question number (1.1.1–1.1.10), choose the answer and make a cross (X) over the letter (A–D) of your choice in the ANSWER BOOK.

EXAMPLE:				
1.1.11	A	B	C	~~D~~ (crossed)

1.1.1 Employers pay 1% as a skills development levy if their annual salary expense exceeds ...

A R50 000.
B R500 000.
C R1 000 000.
D R100 000.

1.1.2 The process whereby a business stops operating and sells all assets to pay off debts:

A Retrenchment
B Market development
C Divestiture
D Liquidation

1.1.3 Which ONE of the following businesses can be classified under the tertiary sector?

A Solly Training & Development CC
B Trust Furniture Manufacturers
C TRIX Coal Mine
D Nandi Sugar Cane Growers

1.1.4 A minimum of R1 000 must be invested in this form of investment:

A Unit trusts
B Shares
C Fixed deposit
D RSA Retail Savings Bonds

1.1.5 Unlimited liability means …

A owners' personal assets are protected in the event that the business becomes insolvent.
B owners stand to lose their personal assets in the event that the business becomes insolvent.
C owners cannot lose more than what they have invested in the business in the event that the business becomes insolvent.
D owners are not entitled to share in the profits of the business.

WESTERN CAPE

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers all main topics.

   SECTION A: COMPULSORY
   SECTION B: Consists of FIVE questions
   Answer any THREE of the five questions in this section.
   SECTION C: Consists of FOUR questions
   Answer any TWO of the four questions in this section.

2. Read the instructions for each question carefully and take particular note of what is required.

3. 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.

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. Use the table below as a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	**1**	**40**	**30**
B: FIVE direct/indirect-type questions CHOICE (Answer any THREE.)	**2**	**60**	**30**
	3	**60**	**30**
	4	**60**	**30**
	5	**60**	**30**
	6	**60**	**30**
C: FOUR essay-type questions CHOICE (Answer any TWO.)	**7**	**40**	**30**
	8	**40**	**30**
	9	**40**	**30**
	10	**40**	**30**
TOTAL		**300**	**180**

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.

8. You may use a non-programmable calculator.

9. Write neatly and legibly.

WESTERN CAPE

basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BSTD.1

BUSINESS STUDIES

FEBRUARY/MARCH 2017

MARKS: 300

TIME: 3 hours

This question paper consists of 14 pages.

MORNING SESSION