



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NASIONALE SENIOR SERTIFIKAAT

GRAAD 12

BSTD.1

BESIGHEIDSTUDIES

FEBRUARIE/MAART 2016

PUNTE: 300

TYD: 3 uur

Hierdie vraestel bestaan uit 16 bladsye.

OGGENDSESSIE



INSTRUKSIES EN INLIGTING

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

- 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.
- Lees die instruksies vir elke vraag aandagtig deur en neem deeglik kennis van wat vereis word.
- 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.
- Behalwe waar ander instruksies gegee word, moet antwoorde in volsinne wees.
- Gebruik die puntetoekenning en aard van elke vraag om die lengte en diepte van 'n antwoord te bepaal.
- Gebruik die tabel hieronder as 'n gids vir punte- en tydtoekenning wanneer jy die vrae beantwoord.

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

- Begin die antwoord op ELKE vraag op 'n NUWE bladsy, byvoorbeeld VRAAG 1 – nuwe bladsy, VRAAG 2 – nuwe bladsy, ensovoorts.
- Jy mag 'n nieprogrammeerbare sakrekenaar gebruik.
- Skryf netjies en leesbaar.



AFDELING A (VERPLIGTEND)**VRAAG 1**

1.1 Verskeie opsies word as moontlike antwoorde vir die volgende vrae gegee. Kies die antwoord en skryf slegs die letter (A–D) langs die vraagnommer (1.1.1–1.1.10) in die ANTWOORDEBOEK neer, byvoorbeeld 1.1.11 B.

1.1.1 Die hoofdoel van die Wet op Vaardigheidsontwikkeling, 1998 (Wet 97 van 1998):

- A Verseker dat besighede hul vaardigheidsontwikkelingsheffing gereeld betaal
- B Allokeer toelaes aan werkgewers en opleidingsverskaffers
- C Maak voorsiening vir 'n stelsel van krediete wat werknemers ontvang wanneer hulle hul leerlingskappe voltooi
- D Moedig werkgewers aan om die werkplek as 'n leeromgewing te gebruik

1.1.2 ... sien toe dat die Nasionale Kredietwet, 2005 (Wet 34 van 2005) nagekom word.

- A 'n Skuldberader
- B Die Nasionale Kredietreguleerder
- C 'n Krediet-toepassingsagentskap
- D 'n Kredietberader

1.1.3 'n Swanger werknemer kwalifiseer vir 'n maksimum van ... betaalde kraamverlof.

- A twee maande
- B een maand
- C vier maande
- D drie maande

1.1.4 Die vul van vakante poste in 'n besigheid met bestaande werknemers staan as ... bekend.

- A advertering
- B interne werwing
- C eksterne werwing
- D posspesifikasie

- 1.1.5 Felten het R40 000 vir twee jaar teen 8% enkelvoudige rente per jaar in 'n spaarrekening by BOB Bank belê. Felten sal ... rente na twee jaar verdien.
- A R6 400
 - B R46 656
 - C R46 400
 - D R6 600
- 1.1.6 Denel MSB Bpk. vervaardig weermagtoerusting en het slegs een aandeelhouer, die Suid-Afrikaanse regering. Denel is dus 'n ... maatskappy.
- A nie-winsgewende
 - B persoonlike aanspreeklikheids-
 - C privaat
 - D staatsbeheerde
- 1.1.7 Watter EEN van die volgende handeling is gerig op die bevordering van menslike gesondheid?
- A Ongereelde toetsing van drinkwater
 - B Vermyn kwessies wat met higiëne verband hou
 - C Stort mediese afval naby woongebiede
 - D Nakom van omgewingswetgewing
- 1.1.8 EEN van die belangrike voordele van spanwerk:
- A Behaal groter uitsette deur sinergie
 - B Tydrowend en duur
 - C Benodig tegnologie vir sukses
 - D Moedig individualisme aan
- 1.1.9 Vergelyk die werklike prestasie van 'n finansiële bestuurder met sy/haar verwagte prestasie om sodoende sy/haar salaris te verhoog:
- A Werwing
 - B Prestasiebeoordeling
 - C Berading
 - D Personeelontwikkeling
- 1.1.10 Hierdie Wet moedig vaardigheidsopleiding vir sekere aangewese groepe mense aan:
- A Wet op Beroepsgesondheid en Veiligheid, 1993 (Wet 85 van 1993)
 - B Wet op Werkloosheidsversekering, 2001 (Wet 63 van 2001)
 - C Wet op Breëbasis- Swart Ekonomiese Bemagtiging, 2003 (Wet 53 van 2003)
 - D Wet op Verbruikersbeskerming, 2008 (Wet 68 van 2008) (10 x 2) (20)



- 1.2 Voltooi die volgende sinne 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.

tien; terugwaartse; videokonferensies; konsensus; voorwaartse; laissez-faire; dinamiek; charismatiese; PowerPoint; veertien
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- 1.2.1 Werkers kan toegelaat word om 'n maksimum van ... uur oortyd per week te werk.
- 1.2.2 Werkers met lae moraal kan deur die insig en persoonlikheid van ... leiers geïnspireer word.
- 1.2.3 Best Clothing Vervaardigers het die ... vertikale-integrasie-strategie toegepas deur Cool Clothing Kleinhandelaars oor te neem.
- 1.2.4 Groep-... is die metode wat deur spanne gebruik word om eenstemmigheid te bereik.
- 1.2.5 ... is die ideale aanbiedingsmetode vir groepe in verskillende lande wat van aangesig tot aangesig (persoonlike) kontak moet hê.

(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 Koöperasies	A projekte wat begin word om die gemeenskap te bevoordeel
1.3.2 Gehaltebeheer	B die bestuur van mense en hulpbronne volgens voorafingestelde beleidsrigtings (beleide)
1.3.3 KMI (KSI)	C verkry meer beheer oor lede
1.3.4 Horisontale diversifikasie	D 'n stelsel wat nie elke afdeling en werknemer insluit nie
1.3.5 Bestuur	E gevorm deur lede wat hulpbronne, infrastruktuur en koste deel tot almal se voordeel
	F korporatiewe verantwoordelikheid vir ekonomiese ontwikkeling
	G 'n stelsel wat afwykings van voorafbepaalde standaarde van 'n vervaardigde produk verminder
	H die voeg van nuwe, onverwante produkte by die bestaande produklyne wat byval by bestaande klante kan vind
	I gebruik sjarme om mense te inspireer
	J deur stigters gevorm om produkte en dienste teen 'n wins te lewer

(5 x 2)

(10)

TOTAAL AFDELING A: 40

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: BESIGHEIDSOMGEWING

- 2.1 Identifiseer die element van Porter se Vyf Kragte/Magte-model wat op elk van die volgende stellings van toepassing is:
- 2.1.1 Klante verkies modieuse tekkies ('sneakers') bo duurder, formele skoene.
 - 2.1.2 Mpho's Stores het 'n paar gereelde klante wat altyd groot bestellings plaas.
 - 2.1.3 Ayishaa Bpk. wil 'n eksklusiewe modeboetiek begin wat groot kapitale belegging vereis om hoë stigtingskoste en duur voorraad te dek.
 - 2.1.4 Sam's Millers is die enigste plek waar bakkerye meel kan koop.
 - 2.1.5 Jack Hardeware lok meer klante as Tim Hardeware. (5 x 2) (10)

2.2 Lees die gevallestudie hieronder en beantwoord die vrae wat volg.

KREDIETAMNESTIE: MILJOENE VERBRUIKERS SLAAN 'N SLAG

Ongeveer 3,18 miljoen verbruikers in Suid-Afrika is bevoordeel deur regulasies wat die verwydering van verbruikers se negatiewe kredietinligting moontlik gemaak het. Ongunstige inligting is uit verbruikers se kredietrekords verwyder.

Bekostigbaarheidsassesseringsregulasies is opgestel om kredietassessering deur kredietverskaffers te verskerp om roekelose kredietverlening te voorkom. Hierdie regulasies vereis dat verbruikers se verklaarde inkomste nagegaan word, dat kredietverslae bekom word en krediet vroegtydig goedgekeur word.

Volgens die krediet-ombudsman, Manie van Schalkwyk, word nie alle negatiewe inligting uit verbruikersprofile verwyder nie, maar slegs twee kategorieë inligting, naamlik ongunstige lysting en opbetaalde vonnisse.

Ongunstige lysting sluit verbruikers in wat agterstallig is, nalatig is, stadig betaal, wegloop en nie kontakbaar is nie. Selfs al word die wanbetalingsinligting uit verbruikers se kredietprofile verwyder, bly hulle steeds wetlik verplig om die skuld te betaal. As dit nie gedoen word nie, stel hulle hulself bloot aan regstappe deur die kredietverskaffer of om aan skuldinvorderaars oorhandig te word.

[Vertaal en aangepas uit *Fin24*, 3 November 2014]

- 2.2.1 Identifiseer die Wet wat op die gevallestudie hierbo van toepassing is. (2)
- 2.2.2 Haal TWEE kategorieë inligting uit die gevallestudie aan waar verbruikers deur veranderinge aan die Wet bevoordeel is. (2)
- 2.2.3 Gee VIER voorbeelde van ongunstige lysting in die gevallestudie. (4)
- 2.2.4 Identifiseer die regte van die kredietverskaffers in die gevallestudie, indien verbruikers versuim om hul skuld te betaal. (2)
- 2.2.5 Haal uit die gevallestudie aan hoe kredietverskaffers kredietassesserings moet uitvoer. (3)

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

JIMMY'S ENTERPRISE (JE)

Elma en Vusi is werknemers in dieselfde afdeling by Jimmy's Enterprise. Hulle doen dieselfde werk, maar Vusi verdien meer as Elma. Sy is ongelukkig en eis dat sy dieselfde salaris as Vusi moet verdien. Sy voel dat Jimmy's Enterprise nie aan die Wet op Gelyke Indiensneming (WGI), 1998 (Wet 55 van 1998) voldoen nie.

- 2.3.1 Verduidelik die hoofdoel van die Wet op Gelyke Indiensneming (WGI) 1998 (Wet 55 van 1998) met spesifieke verwysing na Elma se bewering dat JE nie aan hierdie Wet voldoen nie. (8)
- 2.3.2 Noem enige DRIE besigheidshandeling wat deur die WGI as diskriminerend beskou kan word. (6)
- 2.3.3 Analiseer die impak wat die WGI op besighede in die algemeen het. (10)

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

PIET MOTORHANDELAARS (PMH)

Piet Motorhandelaars verkoop nuwe en tweedehandse motors. Die handelaarskap het hul teikenmark verloor as gevolg van mededingers wat hul motorpryse verlaag het. Piet wil vervreemding/disinvestering as 'n besigheidstrategie toepas om die uitdaging van die verlies aan klante te oorkom.

- 2.4.1 Verduidelik die betekenis van *vervreemding/disinvestering* as 'n besigheidstrategie. (4)
- 2.4.2 Bespreek die DRIE intensiewe besigheidstrategieë wat PMH kan gebruik om sy klante terug te wen en/of te behou. (9)

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VRAAG 3: BESIGHEIDSGELEENTHEDE

3.1 As die finansiële bestuurder van Yummy Ice Cream Bpk. is jy genooi om 'n verbale/mondelinge voorlegging/aanbieding aan die aandeelhouders van die maatskappy te doen.

3.1.1 Beskryf die faktore wat jy in aanmerking sal neem wanneer jy vir 'n voorlegging/aanbieding voorberei. (8)

3.1.2 Omskryf in breë trekke VIER aspekte om in gedagte te hou wanneer jy vrae ná die voorlegging/aanbieding op 'n nie-aggressiewe en professionele manier beantwoord. (8)

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

AZ VELSORG & SKOONHEID (AZ)

Anet en Zen is vennote in AZ Velsorg & Skoonheid. Hulle produkte is baie gewild en hulle wil uitbrei. Hulle oorweeg dit om hul vennootskap in 'n maatskappy te omskep wat hulle in staat sal stel om aandele op die Johannesburgse Sekuriteitebeurs (JSE) te verkoop.

3.2.1 Verduidelik EEN nadeel van 'n vennootskap. (3)

3.2.2 Stel die soort maatskappy voor wat AZ Velsorg & Skoonheid in staat sal stel om aandele op die JSE te verkoop. (1)

3.2.3 Beskryf hoe die volgende faktore tot die sukses van die besigheid wat in VRAAG 3.2.2 genoem is, kan bydra:

(a) Kapitaal (2)

(b) Verdeling van wins (2)

3.2.4 Bespreek die funksies van die JSE. (8)

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

Mahlari besit 'n grasdakhuis wat vir R1 000 000 gewaardeer is. Hy het sy huis vir R800 000 by Pro-Cover Versekeraars verseker. 'n Brand in die kombuis het skade van R30 000 aangerig.

3.3.1 Bereken die bedrag wat Pro-Cover Versekeraars aan Mahlari sal uitbetaal om die skade te dek. Toon ALLE berekeninge. (4)

3.3.2 Verduidelik kortliks waarom Mahlari nie vir die volle bedrag van die skade wat gely is, gekwalifiseer het nie. (4)

3.4 Tabuleer TWEE verskille tussen *dividende* en *rente*. (4)

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

FOAMBRIGHT (EDMS.) BPK. (FB)

Jozi en Jane is bestuurders by 'n groot wassery-onderneming, FoamBright (Edms.) Bpk., in Kimberley.

Jozi bestuur die wassery en droogskoonmaakafdeling en verander gewoonlik haar leierskapstyl om by die taak voor haar aan te pas.

Jane is die bemerkings-, administrasie- en afleweringsbestuurder en glo dat tyd geld is. Sy het 'n wasgoed 'oplaai-en-aflewer'-diens ingestel wat 'n verhoging in inkomste sal verseker. Sy bied aansporingslone aan om werknemers te motiveer om weeklikse teikens en spertye te haal. Indien werknemers nie spertye haal nie, kan hulle nie hulle hele aansporingsloon ontvang nie.

3.5.1 Jozi is 'n tipiese voorbeeld van 'n situasionele leier. Haal uit die scenario hierbo aan om hierdie stelling te ondersteun. (1)

3.5.2 Identifiseer die soort leierskap wat Jane meestal as bestuurder in haar afdeling toepas. Motiveer jou antwoord deur inligting in die scenario hierbo te gebruik. (3)

3.5.3 Evalueer die impak van Jane se tipe leierskap, waarna in VRAAG 3.5.2 verwys word, op sakebedrywighe. (6)

3.6 Analiseer die toepassing van die burokratiese leierskapstyl in die werkplek. (6)
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VRAAG 4: BESIGHEIDSROLLE

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

MOYENI SUPERMARK (MS)

Tsakani koop gereeld kruideniersware by Moyeni Supermark, die enigste kruidenierswinkel in haar dorpie. Nadat Tsakani teruggekeer het van 'n besoek aan haar vriend in die stad, het sy by mnr. Moyeni oor die hoë pryse van sy produkte gekla.

Mnr. Moyeni dink dat sy produkte goedkoop is, omdat klante nie nodig het om stad toe te ry vir kruideniersware nie, maar belowe om sy supermark se prysvlakke te ondersoek.

4.1.1 Identifiseer die onetiese sakepraktyk in die scenario hierbo. (1)

4.1.2 Beveel maniere aan waarop Moyeni Supermark die onetiese sakepraktyk, geïdentifiseer in VRAAG 4.1.1, kan oplos. (6)

4.1.3 Stel ander maniere voor (NIE in die scenario NIE), waarop Moyeni Supermark professioneel, verantwoordelik en eties sake kan doen. (8)

- 4.2 Lees die scenario hieronder en beantwoord die vrae wat volg.

JJ Opleiding & Ontwikkeling (JJ) spandeer ongeveer R1 miljoen (R1 000 000) aan korporatiewe maatskaplike/sosiale investering (KMI/KSI)-projekte, wat hul kontantvloei negatief beïnvloed. Jack, die eienaar, is van mening dat dit nie sy besigheid se verantwoordelikheid is om KMI/KSI-projekte te finansier nie.

Regverdig Jack se opinie met spesifieke verwysing na die impak van KMI/KSI op besighede. (10)

- 4.3 Beskryf die korrekte prosedure om griewe in die werkplek te hanteer. (8)

- 4.4 Stel maniere voor waarop besighede die volgende diversiteitskwessies in die werkplek kan oplos:

4.4.1 Taal (2)

4.4.2 Ouderdom (2)

4.4.3 Gestremdheid (2)

- 4.5 Verduidelik hoe besighede die beginsels van verantwoordbaarheid en deursigtigheid moet toepas om etiese sakepraktyke te bevorder. (8)

- 4.6 Lees die scenario hieronder en beantwoord die vrae wat volg.

TONIE SE FABRIEKE BPK. (TFB)

Tonie se Fabrieke Bpk. vervaardig en verkoop boumateriaal. Die vraag na boumateriaal is besig om te styg en TFB wil nog 'n fabriek in Thula Town oprig. Dit sal werksgeleenthede vir die gemeenskap skep, terwyl beurse vir tersiêre onderrig aan leerders in plaaslike skole aangebied sal word.

Sommige Thula Town-inwoners is bekommerd dat Tonie se fabriek geraas, lugbesoedeling en misdaad in die gemeenskap kan verhoog, terwyl ander redeneer dat hulle nie meer so ver hoef te ry om boumateriaal te koop nie. Tonie se Fabrieke beplan ook om entrepreneursprogramme vir jong, opkomende entrepreneurs aan te bied.

- 4.6.1 Pas die kragveldanalise-instrument toe om die lewensvatbaarheid van TFB se nuwe fabriek in Thula Town te assesser. (7)

- 4.6.2 Verwys na jou bevindinge in VRAAG 4.6.1 en regverdig die oprigting van TFB se nuwe fabriek in Thula Town. (2)

- 4.7 Evalueer die doeltreffendheid van die Delphi-tegniek in die oplossing van sakeprobleme. (4)
- [60]**



VRAAG 5: BESIGHEIDSBEDRYWIGHED

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

RAINMAKER MYN (EDMS.) BPK. (RMM)

Rainmaker Myn (Edms.) Bpk. het 120 mynwerkers in diens. Jacob, die menslikehulpbron-bestuurder, neem gereeld belangrike besluite sonder om die werkers te raadpleeg.

Die werkers het besluit om 'n vakbond te stig sodat hulle in die besluitnemingsproses verteenwoordig kan word. Jacob is van mening dat dit die maatskappy se reg is om eensydige besluite te neem. Hy het gedreig om die werkers af te dank as hulle 'n vakbond stig.

5.1.1 Noem die Wet wat Jacob oortree. (2)

5.1.2 Omskryf in breë trekke die impak van die Wet waarna in VRAAG 5.1.1 verwys word, op die menslikehulpbron-funksie van RMM. (10)

5.2 Onderskei tussen *posbeskrywing* en *posspesifikasie*. (8)

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

MEMPS FABRIEK BPK. (MF)

Thabo werk vyf dae per week by MEMPS Fabriek Bpk. Buiten sy weeklikse loon ontvang hy ook 'n selfoon- en behuisingstoelaag.

5.3.1 Haal TWEE soorte byvoordele aan wat aan Thabo betaal word. (2)

5.3.2 Verduidelik verskillende metodes wat MEMPS Fabriek kan gebruik om Thabo se loon te bepaal. (4)

5.3.3 Evalueer die impak van byvoordele op MEMPS Fabriek Bpk. (8)

5.4 Bespreek die positiewe impak van die Wet op Vaardigheidsontwikkeling (WVO), 1998 (Wet 97 van 1998) op die menslikehulpbron-funksie. (8)

5.5 Beskryf die voordele wat 'n besigheid kan geniet wanneer hulle 'n hoë gehalte bestuurstelsel implementeer. (10)

5.6 Gee raad aan besighede oor hoe die deurlopende verbetering van prosesse en stelselsiklus die gehalte van produkte en dienste kan verbeter. (8)

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VRAAG 6: DIVERSE/ALLERLEI ONDERWERPE**BESIGHEIDSOMGEWINGS**

- 6.1 Identifiseer die Wet wat op elke scenario hieronder van toepassing is.
- 6.1.1 Choco Sweets waarsku klante nie oor die moontlike nuwe-effekte wanneer hulle van hul lekkers en sjokolade eet nie.
- 6.1.2 Andries Konsultasie-agentskap laat nie hul vakbondverteennwoordigers tyd toe om aan vakbondsake aandag te gee nie.
- 6.1.3 Smith Groothandelaars Bpk. bied entrepreneursprogramme vir klein besighede aan om vir regeringstenders te kan kwalifiseer.
- 6.1.4 Zafe Sekuriteit het nie afskrifte van die indiensnemingskontrakte aan hul werkers gegee nadat daarvoor ooreengekom en dit geteken is nie. (4 x 2) (8)
- 6.2 Evalueer die impak van die Wet op Breëbasis- Swart Ekonomiese Bemagtiging, 2003 (Wet 53 van 2003) (aangepas in 2013) op besighede. (6)

BESIGHEIDSGELEENTHEDE

- 6.3 Verduidelik die voordele van die gebruik van visuele hulpmiddels in enige voorlegging/aanbieding. (8)
- 6.4 Tabuleer die verskille tussen *skadeloosstelling/indemnifikasie* en *sekuriteit* as beginsels van 'n wettige versekeringskontrak. (8)

BESIGHEIDSROLLE

- 6.5 Noem VIER hindernisse tot kreatiewe denke in die werkplek. (8)
- 6.6 Bespreek die implikasies van gelykheid, respek en waardigheid in die werkplek. (6)

BESIGHEIDSBEDRYWIGHED

- 6.7 Lees die scenario hieronder en beantwoord die vrae wat volg.

ZIG-N-ZAG-FABRIEK (ZZF)

Frenchy het onlangs by Zig-n-Zag-fabriek begin werk. Op sy eerste werksdag is hy na sy werkstasie geneem en aangesê om sy pligte uit te voer sonder enige leiding of toesig. Hy het toe vir deeglike induksie/oriëntering gevra.

- 6.7.1 Beskryf wat bedoel word met *deeglike induksie/oriëntering* in die scenario hierbo. (2)
- 6.7.2 Noem die voordele van 'n doeltreffende induksieprogram vir Zig-n-Zag-fabriek. (8)
- 6.8 Bespreek hoe die gehalte van werkverrigting van die algemenebestuur-funksie die sukses van die besigheid sal verseker. (6)

[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 Wysigingswet op Vergoeding vir Beroepsbeserings en -siektes ('COIDA'), 1997 (Wet 61 van 1997) erken dat sekere beroepe gevaarlik is en werkers aan gesondheidsrisiko's blootstel. Daar is dus koste-implikasies vir beide werkgewers en werknemers wanneer werkplekverwante ongelukke of siektes plaasvind.

Met verwysing na die stelling hierbo:

- Bespreek die aard van 'COIDA'.
- Verduidelik die regte van werknemers soos dit in die Wet uiteengesit is.
- Omskryf in breë trekke DRIE handeling wat as diskriminerend beskou kan word.
- Analiseer die impak van hierdie Wet op besighede.
- Beveel maniere aan waarop besighede aan 'COIDA' kan voldoen.

[40]**VRAAG 8: BESIGHEIDSGELEENTHEDE (BELEGGINGS)**

Besighede word in dinamiese en riskante omgewings bedryf. Versekering sal altyd 'n noodsaaklike rol speel om te verseker dat hulle volhoubaar is.

Gant Bpk. glo dat versekering 'n goeie belegging is en wil ingeligte besluite oor hul versekering en beleggings neem.

Gant Bpk. het jou as 'n onafhanklike finansiële beleggingsadviseur genader. Jou advies moet die volgende insluit:

- Verduidelik die belangrikheid van versekering vir besighede.
- Onderskei tussen *verpligte versekering* en *nieverpligte versekering* en gee TWEE voorbeelde van elk.
- Gee advies aan die maatskappy deur enige VIER geskikte beleggingsvorme te beskryf. Brei uit op die risikofaktor van ELK.

[40]

VRAAG 9: BESIGHEIDSROLLE (KONFLIK)

Besighede neem werkers uit verskillende kulturele agtergronde en oortuigings in diens, wat tot konflik in die werkplek kan lei. Daar word ook van werknemers verwag om in spanne saam te werk wat konflik kan vererger.

Verwys na die stelling hierbo en gee aandag aan die volgende kwessies in die werkplek:

- Bespreek die moontlike oorsake van konflik.
- Identifiseer en verduidelik die spanontwikkelingstadium waarin konflik die waarskynlikste sal voorkom.
- Stel maniere voor waarop besighede moeilike mense kan hanteer.
- Analiseer die voordele van 'n diverse arbeidsmag vir besighede.

[40]**VRAAG 10: BESIGHEIDSBEDRYWIGHEDE (MENSLIKE HULPBRONNE)**

'n Produksiebestuurder by Lonin Myn (Edms.) Bpk. het onlangs uit sy pos bedank om by 'n ander maatskappy aan te sluit. Mnr. Amla, die menslikehulpbron-bestuurder by Lonin Myn, het opdrag gekry om 'n nuwe produksiebestuurder aan te stel.

Verwys na die scenario hierbo en skryf 'n opstel waarin jy die volgende aspekte insluit:

- Verduidelik die keuringsprosedure wat mnr. Amla behoort te volg om die geskikste kandidaat te identifiseer.
- Bespreek die wetlike vereistes van die indiensnemingskontrak waaroor beide Lonin Myn (Edms.) Bpk. en die nuwe werknemer moet ooreenkom.
- Adviseer mnr. Amla oor redes vir die beëindiging van werknemers se indiensnemingskontrakte.

[40]

TOTAAL AFDELING C:	80
GROOTTOTAAL:	300



QUESTION 9: BUSINESS ROLES (CONFLICT)

Businesses employ workers from different cultural backgrounds and beliefs, which may lead to conflict in the workplace. Employees are also expected to work together in teams, which may intensify conflict.

Refer to the statement above and elaborate on the following issues in the workplace:

- Discuss the possible causes of conflict.
- Identify and explain the team development stage in which conflict is most likely to take place.
- Suggest ways in which businesses can deal with difficult people.
- Analyse the benefits of a diverse work force to businesses.

[40]**QUESTION 10: BUSINESS OPERATIONS (HUMAN RESOURCES)**

A production manager at Lonin Mine (Pty) Ltd recently resigned from his position to join another company. Mr Amla, the human resources manager at Lonin Mine, has been tasked with appointing a new production manager.

Refer to the scenario above and write an essay in which you include the following aspects:

- Explain the selection procedure that Mr Amla should follow to identify the most suitable candidate.
- Discuss the legal requirements of the employment contract that both Lonin Mine (Pty) Ltd and the new employee should agree on.
- Advise Mr Amla on reasons for terminating the employment contracts of employees.

[40]

TOTAL SECTION C:
GRAND TOTAL:

80
300



SECTION C

Answer ANY TWO 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 7 on a NEW page, QUESTION 8 on a NEW page, et cetera.

QUESTION 7: BUSINESS ENVIRONMENTS (LEGISLATION)

The Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997) recognises that some occupations are dangerous and expose workers to health risks. Therefore, there are cost implications to both employers and employees when workplace-related accidents or diseases occur.

With reference to the statement above:

- Discuss the nature of COIDA.
- Explain the rights of employees as outlined in the Act.
- Outline THREE actions that could be regarded as discriminatory.
- Analyse the impact of this Act on businesses.
- Recommend ways in which businesses can comply with COIDA.

[40]

QUESTION 8: BUSINESS VENTURES (INVESTMENTS)

Businesses operate in dynamic and risky environments. Insurance will always play a vital role in ensuring that they are sustainable.

Gant Ltd believe that insurance is a sound investment and want to make informed decisions about their insurance and investments.

Gant Ltd contacted you as an independent financial investment advisor. Your advice must include the following:

- Explain the importance of insurance to businesses.
- Differentiate between *compulsory* insurance and *non-compulsory* insurance and give TWO examples of each.
- Advise the company by providing a description of any FOUR suitable forms of investments. Elaborate on the risk factor of EACH.

[40]



QUESTION 6: MISCELLANEOUS TOPICS**BUSINESS ENVIRONMENTS**

6.1 Identify the Act which is applicable to each scenario below.

6.1.1 Choco Sweets do not warn customers about the possible side effects when eating their sweets and chocolates.

6.1.2 Andries Consulting Agency do not allow their shop stewards to make time to attend to union matters.

6.1.3 Smith Wholesalers Ltd offer entrepreneurial programmes to small businesses in order to qualify for government tenders.

6.1.4 Zafe Security did not provide their workers with copies of their employment contracts after these were agreed upon and signed.

6.2 Evaluate the impact of the Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003) (amended in 2013) on businesses.

BUSINESS VENTURES

6.3 Explain the advantages of using visual aids in any presentation.

6.4 Tabulate the differences between *indemnification* and *security* as principles of a legal insurance contract.

BUSINESS ROLES

6.5 State FOUR barriers to creative thinking in the workplace.

6.6 Discuss the implications of equality, respect and dignity in the workplace.

BUSINESS OPERATIONS

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

ZIG-N-ZAG FACTORY (ZZF)

Frénchy recently joined Zig-n-Zag Factory. On his first working day, he was taken to his workstation and instructed to perform his duties without guidance or supervision. He then requested to be properly inducted.

6.7.1 Describe what is meant by *properly inducted* in the scenario above.

6.7.2 State the benefits of an effective induction programme for Zig-n-Zag Factory.

6.8 Discuss how the quality of performance within the general management function will ensure success in the business.

TOTAL SECTION B:

180
[60]



QUESTION 5: BUSINESS OPERATIONS

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

RAINMAKER MINE (PTY) LTD (RMM)

Rainmaker Mine (Pty) Ltd employs 120 mine workers. Jacob, the human resources manager, often makes important decisions without consulting the workers.

The workers have decided to form a trade union so that they can be represented in the decision-making process. Jacob argues that it is the company's right to make unilateral decisions. He has threatened to dismiss the workers if they form a trade union.

5.1.1 Name the Act that Jacob is violating. (2)

5.1.2 Outline the implications of the Act referred to in QUESTION 5.1.1 on the human resources function of RMM. (10)

5.2 Distinguish between *job description* and *job specification*. (8)

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

MEMPS FACTORY LTD (MF)

Thabo works at MEMPS Factory Ltd five days a week. Apart from his basic weekly wage, he also receives a cellphone and housing allowance.

5.3.1 Quote TWO types of fringe benefits that are paid to Thabo. (2)

5.3.2 Explain different methods that MEMPS Factory could use to determine Thabo's wages. (4)

5.3.3 Evaluate the impact of fringe benefits on MEMPS Factory Ltd. (8)

5.4 Discuss the positive impact of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function. (8)

5.5 Describe the benefits that a business may enjoy when implementing a good quality management system. (10)

5.6 Advise businesses on how continuous improvement of processes and systems cycle could improve the quality of products and services. (8)

[60]



4.2

Read the scenario below and answer the questions that follow.

JJ Training & Development (JJ) spend about R1 million (R1 000 000) on corporate social investment (CSI) projects which impact negatively on their cash flow. Jack, the owner, feels that it is not his business's responsibility to finance CSI projects.

Justify Jack's opinion with specific reference to the impact of CSI on businesses.

4.3 Describe the correct procedure to deal with grievances in the workplace. (8)

4.4 Suggest ways in which businesses can address the following diversity issues in the workplace:

4.4.1 Language (2)

4.4.2 Age (2)

4.4.3 Disability (2)

4.5 Explain how businesses should apply the principles of accountability and transparency to promote ethical business conduct. (8)

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

TONIE'S FACTORIES LTD (TFL)

Tonie's Factories Ltd manufacture and sell building material. The demand for building materials is increasing and TFL want to establish another factory in Thula Town. It will create employment opportunities for the community and bursaries for tertiary education will be offered to learners in local schools.

Some Thula Town residents are concerned that Tonie's factory may increase noise levels, air pollution and crime in the community, while others are arguing that they no longer have to travel so far to buy building materials. Tonie's Factories also intend to provide entrepreneurial programmes for young, upcoming entrepreneurs.

4.6.1 Apply the force-field analysis tool to assess the feasibility of TFL's new factory in Thula Town. (7)

4.6.2 Referring to your findings in QUESTION 4.6.1, justify the establishment of TFL's new factory in Thula Town. (2)

4.7 Evaluate the effectiveness of the Delphi technique in solving business problems. (4)

[60]



3.5

Read the scenario below and answer the questions that follow.

FOAMBRIGHT (PTY) LTD (FB)

Jozi and Jane are managers in a large laundry business, FoamBright (Pty) Ltd, in Kimberley.

Jozi manages the laundry and dry-cleaning and usually changes her leadership style to fit the task on hand.

Jane is the marketing, administration and delivery manager and believes that time is money. She introduced a laundry 'fetch-and-drop' service which will ensure an increase in income. She offers incentives to motivate employees to meet weekly targets and deadlines. If deadlines are not met, employees may not receive all their incentives.

3.5.1 Jozi is a typical example of a situational leader. Quote from the scenario above to support this statement.

(1)

3.5.2 Identify the type of leadership that Jane mostly applies as a manager in her department. Motivate your answer using information from the scenario above.

(3)

3.5.3 Evaluate the impact of Jane's type of leadership, referred to in QUESTION 3.5.2, on business operations.

(6)

3.6 Analyse the application of the bureaucratic leadership style in the workplace.

(6)

[60]

QUESTION 4: BUSINESS ROLES

4.1

Read the scenario below and answer the questions that follow.

MOYENI SUPERMARKET (MS)

Tsakani regularly buys groceries from Moyeni Supermarket, the only grocery store in her village. After Tsakani returned from visiting her friend in the city, she complained to Mr Moyeni about the high prices of his products.

Mr Moyeni thinks that his goods are cheap because customers do not have to travel to the city for groceries, but he promises to investigate his supermarket's price levels.

4.1.1 Identify the unethical business practice in the scenario above.

(1)

4.1.2 Recommend ways in which Moyeni Supermarket can address the unethical business practice identified in QUESTION 4.1.1.

(6)

4.1.3 Suggest other ways (NOT in the scenario) in which Moyeni Supermarket can conduct business professionally, responsibly and ethically.

(8)



QUESTION 3: BUSINESS VENTURES

3.1 As the financial manager of Yummy Ice Cream Ltd you were invited to give a verbal presentation to the shareholders of the company.

3.1.1 Describe the factors you would consider when preparing for a presentation. (8)

3.1.2 Outline FOUR aspects to keep in mind when responding to questions in a non-aggressive and professional manner after the presentation. (8)

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

AZ SKINCARE & BEAUTY (AZ)

Anet and Zen are partners in AZ Skincare & Beauty. Their products are very popular and they want to expand. They are considering converting their partnership into a company that will allow them to sell shares on the Johannesburg Securities Exchange (JSE).

3.2.1 Explain ONE disadvantage of a partnership. (3)

3.2.2 Suggest the type of company that will allow AZ Skincare & Beauty to sell shares on the JSE. (1)

3.2.3 Describe how the following factors can contribute to the success of the business named in QUESTION 3.2.2:

(a) Capital (2)

(b) Division of profits (2)

3.2.4 Discuss the functions of the JSE. (8)

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

Mahlori owns a thatched house valued at R1 000 000. He insured his house with Pro-Cover Insurers for R800 000. A fire in the kitchen caused damages of R30 000.

3.3.1 Calculate the amount that Pro-Cover Insurers will pay to Mahlori to cover damages. Show ALL calculations. (4)

3.3.2 Briefly explain why Mahlori did not qualify for the full amount of damages sustained. (4)

3.4 Tabulate TWO differences between *dividends* and *interest*. (4)



2.3

Read the scenario below and answer the questions that follow.

JIMMY'S ENTERPRISE (JE)

Elma and Vusi are employees in the same department at Jimmy's Enterprise. They do the same work, but Vusi earns more than Elma. She is unhappy and demands to earn the same salary as Vusi. She feels that Jimmy's Enterprise is not complying with the Employment Equity Act (EEA), 1998 (Act 55 of 1998).

2.3.1

Explain the main purpose of the Employment Equity Act (EEA), 1998 (Act 55 of 1998) with specific reference to Elma's claim of JE's non-compliance with this Act.

(8)

2.3.2

List any THREE business actions that can be regarded as discriminatory by the EEA.

(6)

2.3.3

Analyse the impact of the EEA on businesses in general.

(10)

2.4

Read the scenario below and answer the questions that follow.

PIET CAR DEALERS (PCD)

Piet Car Dealers are selling new and second-hand motor cars. The dealership has lost its target market due to competitors dropping their car prices. Piet wants to apply divestiture as a business strategy to overcome this challenge of losing customers.

2.4.1

Explain the meaning of *divestiture* as a business strategy.

(4)

2.4.2

Discuss the THREE intensive business strategies that PCD may use to win back and/or retain their customers.

(9)

[60]



2.2

Read the case study below and answer the questions that follow.

CREDIT AMNESTY: MILLIONS OF CONSUMERS SCORE

About 3,18 million consumers in South Africa benefited from regulations allowing for the removal of negative consumer credit information. Adverse information has been removed from consumer credit records.

Affordability assessment regulations have been prepared to tighten credit assessment by credit providers to prevent reckless lending and borrowing. These regulations require the verification of income disclosed by consumers, obtaining credit reports and approving credit timeously.

According to the credit ombudsman, Manie van Schaalkwyk, not all negative information is removed from consumer profiles, but only two categories of information, namely adverse listing and paid-up judgements.

Adverse listing includes delinquent, default, slow-paying, absconding and non-contactable consumers. Even if the default information is removed from consumers' credit profiles, they are still legally obliged to pay the debt. If this is not done, they open themselves up for legal action by the credit provider or for being handed over to debt collectors.

[Adapted from *Fin24*, 3 November 2014]

- | | | |
|-------|--|-----|
| 2.2.1 | Identify the Act that is applicable to the case study above. | (2) |
| 2.2.2 | Quote TWO categories of information from the case study where consumers benefited from changes to the Act. | (2) |
| 2.2.3 | Give FOUR examples of adverse listing in the case study. | (4) |
| 2.2.4 | Identify the rights of the credit providers in the case study if consumers fail to pay their debts. | (2) |
| 2.2.5 | Quote from the case study how credit providers should conduct credit assessments. | (3) |



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 ENVIRONMENT

2.1 Identify the element of Porter's Five Forces model that applies to each of the following statements:

2.1.1 Customers prefer fashionable sneakers to more expensive, formal shoes.

2.1.2 Mpho's Stores has a few regular customers who always place large orders.

2.1.3 Ayisha Ltd wants to start an exclusive fashion boutique that requires huge capital investment to cover high establishment costs and expensive stock.

2.1.4 Sam's Millers is the only place where bakeries can buy flour.

2.1.5 Jack Hardware attracts more customers than Tim Hardware. (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 Cooperatives	A projects initiated to benefit the community
1.3.2 Quality control	B directing people and resources according to preset policies
1.3.3 CSI	C gaining greater control over members
1.3.4 Horizontal diversification	D a system that does not include every department and employee
1.3.5 Management	E formed by members sharing resources, infrastructure and costs to the benefit of all
	F corporate responsibility for economic development
	G a system that reduces deviations from predetermined standards of a manufactured product
	H adding new unrelated products to the existing product lines that may appeal to existing customers
	I use charm to inspire people
	J formed by promoters to provide products and services at a profit

(5 x 2)

(10)

TOTAL SECTION A: 40



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.

ten; backward; video conferencing; consensus; forward; laissez-faire; dynamics; charismatic; PowerPoint; fourteen
--

1.2.1 Workers may be allowed to work a maximum of ... hours overtime per week.

1.2.2 Workers with low morale can be inspired by the insight and personality of ... leaders.

1.2.3 Best Clothing Manufacturers have applied the ... vertical integration strategy by taking over Cool Clothing Retailers.

1.2.4 Group ... is the method used by teams to come to an agreement.

1.2.5 ... is the ideal presentation method for groups in different countries that need face-to-face contact.

(10)

(5 x 2)



- 1.1.5 Felten invested R40 000 in a savings account at BOB Bank at 8% simple interest per year for two years. Felten will earn ... interest after two years.
- A R6 400
B R46 656
C R46 400
D R6 600
- 1.1.6 Denel SOC Ltd manufactures defence equipment and has only one shareholder, the South African government. Denel is therefore a ... company.
- A non-profit
B personal liability
C private
D state-owned
- 1.1.7 Which ONE of the following actions aims at promoting human health?
- A Irregular testing of drinking water
B Avoiding issues related to hygiene
C Disposing of medical waste close to residential areas
D Complying with environmental legislation
- 1.1.8 ONE of the significant advantages of teamwork is that it ...
- A achieves greater output through synergy.
B is time-consuming and costly.
C requires technology for success.
D encourages individualism.
- 1.1.9 Comparing the actual performance of a financial manager to his/her expected performance in order to increase his/her salary:
- A Recruitment
B Performance appraisal
C Counselling
D Staff development
- 1.1.10 This Act encourages skills training for certain designated groups of people:
- A Occupational Health and Safety Act, 1993 (Act 85 of 1993)
B Unemployment Insurance Act, 2001 (Act 63 of 2001)
C Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
D Consumer Protection Act, 2008 (Act 68 of 2008)



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 The main purpose of the Skills Development Act, 1998 (Act 97 of 1998):
- Ensures that businesses pay their skills development levy regularly
 - Allocates grants to employers and training providers
 - Provides for a system of credits that employees receive when they complete their learnerships
 - Encourages employers to use the workplace as a learning environment
- 1.1.2 ... oversees compliance with the National Credit Act, 2005 (Act 34 of 2005).
- A debt counsellor
 - The National Credit Regulator
 - A credit enforcement agency
 - A credit counsellor
- 1.1.3 A pregnant employee qualifies for a maximum of ... paid maternity leave.
- two months'
 - one month's
 - four months'
 - three months'
- 1.1.4 The filling of vacancies in a business with existing employees is known as ...
- advertising.
 - internal recruitment.
 - external recruitment.
 - job specification.



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

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.





MORNING SESSION

This question paper consists of 16 pages.

TIME: 3 hours

MARKS: 300

FEBRUARY/MARCH 2016

BUSINESS STUDIES

BSTD.1

GRADE 12

NATIONAL
SENIOR CERTIFICATE

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

basic education

