

## SECTION B

Use the mark allocation as a guide to the length of your answers.

### QUESTION 4

Required: Supply the missing information in each of the following schematic diagrams.

<b>4.1 Macro challenges faced by a PETROL STATION franchise in South Africa</b>		
<b>Macro challenge</b>	<b>Describe why the element in the first column could be a challenge</b>	<b>Provide a different strategy for each of the macro challenges identified in the first column</b>
<b>4.1.1 Economic</b>	(2)	(2)
<b>4.1.2 Social</b>	(2)	(2)
<b>4.1.3 Technological</b>	(2)	(2)



4.3 Discuss how Sasol Ltd could use the following principles of good corporate governance to meet stakeholder expectations.

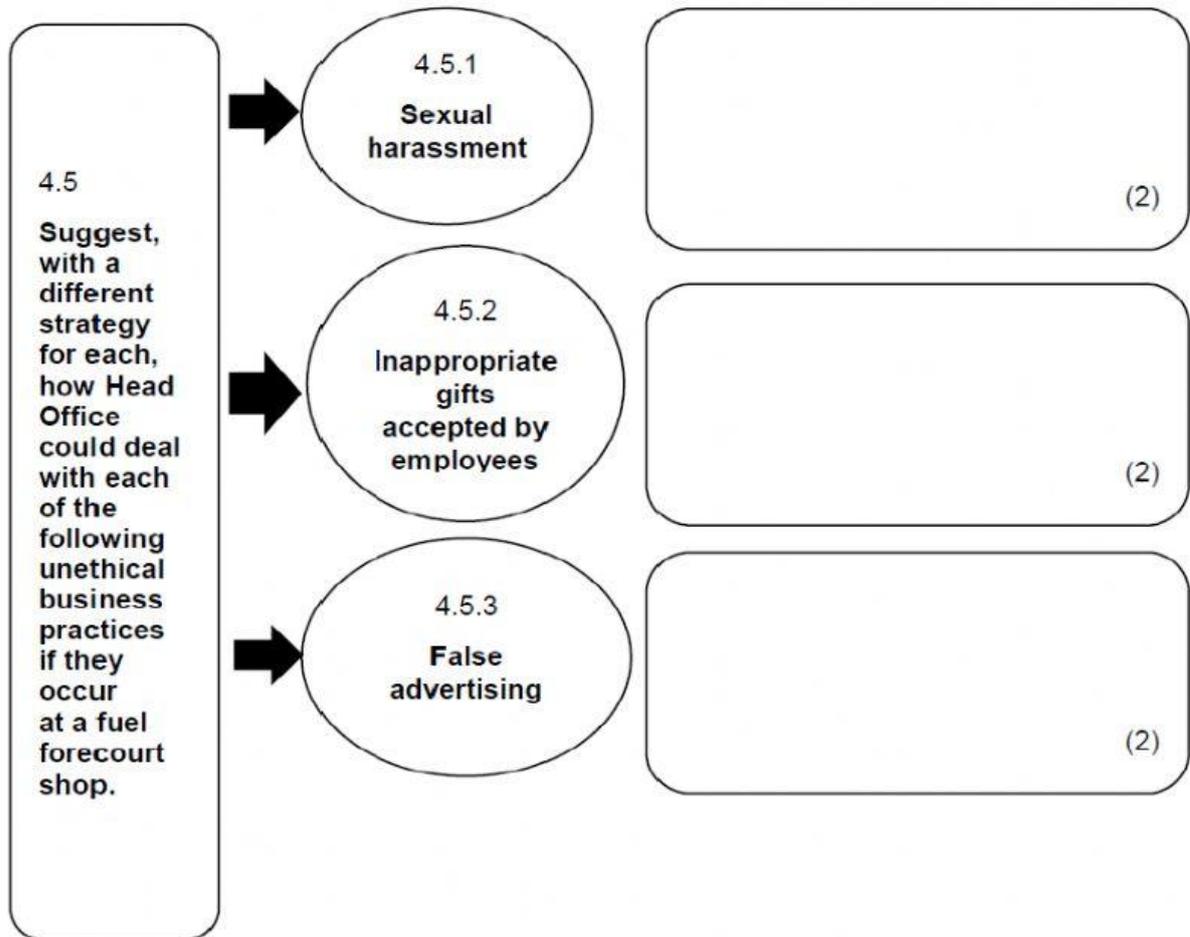
4.3.1  
Accountability

(3)

4.3.2  
Transparency

(3)





[Source: <<https://www.news24.com/Drum/Archive/bp-to-invest-billions-in-sa-20170728>>]

- 4.6 4.6.1 A petrol station franchisor is considering whether to spend additional funds on:
- customer service training for its employees or
  - an investment in a fast-food franchise linked to the petrol station.

**You are required to:**

- assist the franchisor with his decision by completing a pros and cons chart for the two options.
- motivate your final decision.

Answer the question in the following table.

<b>Pros and Cons Chart</b>	
<b>Customer Service training for its employees</b>	
Pros	Cons
(2)	(2)
<b>Invest in a fast-food franchise linked to a petrol station</b>	
Pros	Cons
(2)	(2)
<b>Your final decision and motivation: (Note 2 marks are for the motivation)</b>	
(2)	

- 4.6.2 Suggest ONE problem that the petrol station franchisor could face when using the pros and cons chart as a creative problem-solving tool.

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(1)  
[50]





5.3 **Human Capital Function at Sasol Ltd.**

5.3.1 Explain why the initial screening of applicants is an important step in the selection process.

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(4)

5.3.2 Describe the purpose of an interview in the selection process.

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(4)