

5.3.5 Discuss the possible advantages when Sasol Ltd uses a performance appraisal as part of staff development.

(4)

5.4 **The market environment of Sasol Ltd.**

Describe how the following elements of Porter's Six Forces model could impact on the ability of Sasol Ltd to create and maintain a competitive advantage in the fuel industry. In each case, give strategies on how Sasol Ltd can respond to the challenges.

5.4.1 Threat of new entrants

(6)

6.1.4 Discuss the impact of the "right to disclosure of information" from the Consumer Protection Act on the Marketing department of Shell South Africa.

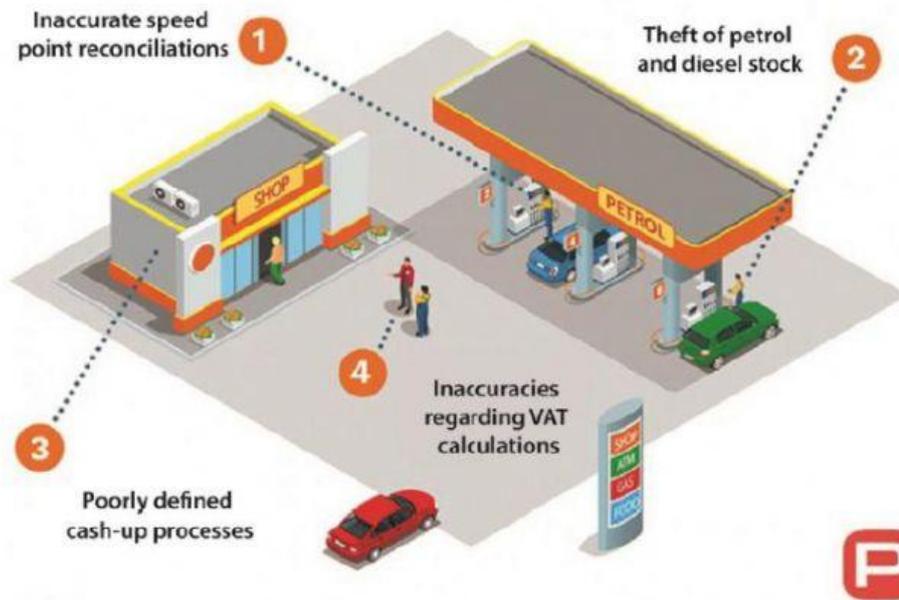
(4)

6.2 Discuss what methods employers could use to communicate organisational goals to their employees.

(4)

6.5 Study the following infographic and then answer the question that follows.

Back-office system failures



[Source: <<https://petroconnect.co.za/blog> Downloaded February 2019>]

Provide suggestions on how petrol station owners can deal with some or all of these system failures.

(5)
[50]