SECTION A (COMPULSORY)

QUESTION 1

1.1.1 This Act compels businesses to display the prices of all goods and services:

A Consumer Protection Act, 2008 (Act 68 of 2008)
B National Credit Act (NCA), 2005 (Act 34 of 2005)
C Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)
D Skills Development Act, 1998 (Act 97 of 1998)

1.1.2 Smooth Milkshakes implemented the ... diversification strategy when they added fruit shakes to their existing menu.

A vertical
B horizontal
C concentric
D conglomerate

1.1.3 Zuko Transport operates in the ... sector as they specialise in delivery services.

A secondary
B primary
C economic
D tertiary

1.1.4 Angela Construction facilitates the training of its employees on a regular basis. This is an example of ... as a TQM element.

A continuous skills development
B adequate financing and capacity
C monitoring and evaluation of quality processes
D continuous improvement to processes and systems

LIVEWORKSHEETS

1.1.5 This function is responsible for the release of positive press statements in order to boost the image of the business:

A Purchasing
B Public relations
C Marketing
D General management (5 x 2) (10)

director general; administration; unemployment insurance fund; PESTLE; National Credit Act; SWOT; SETAs; housing allowance; purchasing; National Credit Regulator

1.2.1 The role of ... is to draw up skills development plans for their specific economic sector.

1.2.2 Businesses that offer goods on credit are required to register with the ...

1.2.3 Parkview Consultants compiled a ... analysis to investigate the reasons for poor management in the business.

1.2.4 Odwa is entitled to ... as a compulsory benefit.

1.2.5 The production manager works closely with the ... manager in order to buy the correct quality of raw materials. (5 x 2) (10)

LIVEWORKSHEETS

	COLUMN A		COLUMN B
1.3.1	Market penetration	A	the human resource manager must allow employees to join trade unions of their choice
1.3.2	Learnership	B	identify the vacancy before interviews are conducted
1.3.3	Employment Equity Act	C	businesses aim to sell its existing products to new markets
1.3.4	Interviewer	D	the training opportunity that requires employees to only attend external practical courses
1.3.5	Total Quality Management	E	businesses focus on selling existing products to existing markets at lower prices
		F	aims at satisfying the needs of consumers beyond their expectations
		G	the training opportunity that can lead to a recognised occupational qualification
		H	the human resource manager must implement affirmative action when making appointments
		I	develop a core set of questions based on skills required
		J	requires management to focus only on continuous improvement to business processes

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Name any TWO types of integration strategies. (2)

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2.2 Outline the steps in strategy evaluation. (6)

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

GERALD TRADING ENTERPRISE (GTE)

GTE could not export their products to other countries during the forced lockdown period. Some of their essential employees requested to work from home due to the negative impact of the COVID-19 pandemic. Sally Manufacturers delayed the distribution of personal protective equipment to GTE.

2.3.1 Quote THREE challenges for GTE from the scenario above. (3)

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2.3.2 Classify GTE's challenges according to the THREE business environments. (3)

2.3.3 State the extent of control GTE has over EACH business environment named in QUESTION 2.3.2. (3)

2.4 Explain the implications of the following Broad-Based Black Economic Empowerment Act (BBBEE) pillars for businesses:

2.4.1 Management control (4)

2.4.2 Skills development (4)

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

CINDY BOTTLE SUPPLIERS (CBS)
Martha, an employee at Cindy Bottle Suppliers, was unfairly dismissed for late coming due to road closures because of a service delivery protest. She referred the matter to the Commission for Conciliation, Mediation and Arbitration (CCMA) as she was not happy with her dismissal.

2.5.1 Identify the Act that is applicable to CBS. Motivate your answer by quoting from the scenario above. (3)

2.5.2 Explain other actions that could be regarded as discriminatory according to the Act identified in QUESTION 2.5.1. (4)

2.6 Recommend ways in which businesses could deal with challenges that are posed by the following PESTLE factors:

2.6.1 Technological (4)

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2.6.2 Environmental (4)

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QUESTION 3: BUSINESS OPERATIONS

3.1 Name any TWO aspects that should be included in an employment contract. (2)

3.2 Elaborate on the difference between *piecemeal* and *time-related* salary determination methods. (4)

3.3 Explain the reasons for the termination of an employment contract. (6)

LIVEWORKSHEETS