



PAPER 2

MARKS: 150

TIME: 2 HRS

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BUSINESS STUDIES

Grade 11 - 2022

INSTRUCTIONS:

1. This question paper consists of **THREE** sections, namely **SECTION A, SECTION B and SECTION C**.
 - **SECTION A: COMPULSORY**
 - **SECTION B:** Consists of **THREE** questions covering Topics dealing with Business **Environments and Business Operations**. Answer **ONLY TWO** questions from this section.
 - **SECTION C:** Consists of **TWO** essays covering Topics dealing with **Business Environments and Business Operations**.
 - Answer **ONLY ONE** of the **TWO** questions from this section.
2. Consider the time allocation for each question when answering.
3. Read the instructions for each question carefully and answer only what is required.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Except where other instructions are given, answers must be in full sentences.
6. The mark allocation of each question will determine the length of your answer.
7. Start the answer to each question on a **NEW** page, for example QUESTION 1 – NEW PAGE, QUESTION 2 – NEW PAGE, QUESTION 3 – NEW PAGE et cetera.
8. Use the table below as a guide for marks and time allocation for each question.
9. **Sections A, B and C MUST be answered in the booklet provided.**

QUESTION	SECTION		MARKS	TIME
1	A:	Multiple choice questions, correct word, Matching columns	30	20mins
2	B:	THREE direct questions. Answer ONLY TWO questions	40	35mins
3			40	35 mins
4			40	35 mins
5	C:	TWO essay questions. Answer only ONE essays.	40	30 mins
6			40	30 mins
		TOTAL	150	120 minutes

Section A- COMPULSORY

Answer all questions

1.1 Four 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 – 1.1.5) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 Old Mutual Ltd is a

- A Sole trader.
- B Partnership.
- C Private company.
- D Public company.

1.1.2 Solutions that are believed and followed by everyone and are what most people expect, and they appear to be normal is known as solutions.

- A conventional
- B non-conventional
- C routine
- D indigenous

1.1.3 Barnees Spa took a contract with Spa Beds outlining the terms under which Barnees Spa agrees to rent goods or services owned by Spa Beds. This type of acquiring an asset is known as

- A franchising.
- B hire purchase.
- C leasing.
- D loan.

1.1.4 One way in which Toys R U may respond to a crisis in the workplace is by ...

- A avoiding conflict with co-workers.
- B consulting work schedule.
- C using a prearranged plan.
- D getting enough sleep and rest.

1.1.5 Recchia Behari of New Era Automation qualified for a ... when the government provided her with funding to set up her office furniture business.

- A trade credit
- B grant
- C bank overdraft
- D bank loan

- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK.

Change management; business plan; Conflict management; professionalism; consequentialist theory; Action plan; stress management; Indigenous; Common good approach.

- 1.2.1 Knowledge passed down orally from generation to generation is known as knowledge.
- 1.2.2 The focusses on decisions that generate the greatest value for society, while harming as few as possible.
- 1.2.3 When people with specific skills and abilities use their knowledge in a specific job or profession according to set standards it is known as
- 1.2.4 A is a formal written document describing the goals of a business and the methods of how to achieve those goals.
- 1.2.5 The process that a business uses to deal with change and development within the business refers to

[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 numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

	COLUMN A		COLUMN B
1.3.1	Prospectus	A	The difference or disagreement or disharmony or clash between persons.
1.3.2	Contemporary theory	B	A person's ability to judge what is right and wrong and act accordingly.
1.3.3	Audit	C	A document that invites the public to buy shares.
1.3.4	Moral compass	D	A credit provider will always consider how safe their investment will be by looking at factors that will endanger the recovery of the debt.
1.3.5	Risk	E	A process where an organisation's accounts are checked to make sure its financial operations are honest.
		F	Conflict is unavoidable and a natural result of the Change. It can be beneficial to a business if managed correctly.

[10]

SUB-TOTAL SECTION A: 30 MARKS

SECTION B:- ANSWER TWO QUESTIONS ONLY

QUESTION 2 – BUSINESS VENTURES

- 2.1 Name **THREE** forms of ownership. [3]
- 2.2 Enzo's Pizza is available in many towns down the South Coast. Mr Cheezy, is the founder of Enzo's Pizza. He allows entrepreneurs to start their own businesses using his name for a cost.
- 2.2.1 Identify the type of business mentioned in the scenario above. Provide a quote to motivate your answer. (3)
- 2.2.2 Discuss the advantages of the type of business identified in question 2.2.1. (6)
- 2.2.3 Name the **TWO** parties mentioned in the contract used by this type of business. (2)[11]
- 2.3 Define the meaning of an entrepreneur. [2]
- 2.4 Outline **FOUR** key success factors for a business. [8]
- 2.5 Suggest ways a business can remain profitable and sustainable. [6]
- 2.6 Provide **TWO** aspects that an entrepreneur would need to consider before starting up a business. [4]
- 2.7 Discuss the following sources of available funding when starting up a business:
- Bank loans
 - Bank overdraft
 - Trade credit
- [6]

QUESTION 3 - BUSINESS ROLES

- 3.1 Highlight the differences between creative thinking and problem solving. [6]

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

Doctors at the Bluff Medical Centre are concerned as there has been a decline in patients coming into the medical practice to see the doctors. They consulted with a market research company who suggested they look at tele medicine where patients call in with their symptoms and doctors do a telephonic consult which works out cheaper. They were advised to solve this problem by writing down the pros and cons of tele medicine. They also need to give each positive/negative factor a numerical weighting.

- 3.2.1 Identify the problem-solving technique used in the scenario above. Motivate your answer by quoting from the scenario above. (3)
- 3.2.2 Explain how the doctors at the Bluff Medical centre can apply the problem-solving technique identified in QUESTION 3.2.1. (6)
- 3.2.3 Name **THREE** other problem-solving techniques that the doctors can use. (3)[12]
- 3.3 Recommend **THREE** ways in which professional, responsible, ethical and effective business practice should be conducted. [6]
- 3.4 Identify the principles of professionalism and ethics from each of the statements below.
- 3.4.1 Noxy Madlala encourages her employees to use their knowledge, skills, and ability in their area of expertise for the good of the organisation, society, and the environment.
- 3.4.2 Refers to non-disclosure of any confidential client or business information without permission.
- 3.4.3 Businesses or large organisations should practice social responsibility to ensure that they give back to poor communities.
- 3.4.4 Businesses should operate in a manner that ensures that the environment is taken care of in a sustainable manner for the benefit of future generations. (1x 4)[4]
- 3.5 Name and explain the **FIRST TWO** stages of team development. [6]
- 3.6 Outline the difference between trade unions and workplace forums. [4]
- 3.7 State **ONE** change employers must consult with the workplace forum before implementing the change. [2]

[40]

QUESTION 4 – MISCELLANEOUS
BUSINESS VENTURES

- 4.1 Fortunate developed a business plan that provided a well detailed description of her proposed business. She used this business plan to obtain investors in her business. She now needs to transform her business plan into an action plan.
- 4.1.1 Define an action plan. (2)
- 4.1.2 Explain to Fortunate the importance of an action plan. (6)[8]
- 4.2 Discuss the procedure for the establishment of companies. [6]
- 4.3 Several state-owned enterprises in South Africa are in serious financial difficulty.
- 4.3.1 Provide an example of a State-owned company in South Africa. [2]
- 4.3.2 Suggest reasons why state-owned companies could be unsuccessful. (4)[6]

BUSINESS ROLES

- 4.4 Analyse the importance of teamwork. [6]
- 4.5 Read the scenario below and answer the questions that follow.

Dinky Donuts employees 120 workers and supplies mini donuts to 35 stores on a daily basis. Recently management has had to deal with workers' unhappiness amongst themselves due to personality differences between groups and individuals. Employees are complaining of lack of business resources.

- 4.5.1 Quote **TWO** causes of conflict from the scenario above. (2)
- 4.5.2 Outline **THREE** other causes of conflict in the workplace. (6)[8]
- 4.6 Discuss John P Kotter's 8 steps of leading change. [6]

[40]

SUB-TOTAL SECTION B: 80 MARKS

SECTION C: ESSAYS

Answer only **ONE** of the **TWO** essay questions. Number your work clearly and as it appears in the question paper.

QUESTION 5 – BUSINESS VENTURES

Alex Properties has acquired a new block of apartments for short term rental. The director of the company, Philele has requested her marketing team to put together a flyer and a presentation for various stakeholders. Even though they used professional visual aids, they battled to answer questions in a courteous manner. The marketing team now need to write a report on their presentation.

Taking into consideration the information above, write an essay addressing the following aspects.

- Outline **FOUR** visual aids
- Discuss factors to consider when creating a flyer
- Elaborate on steps to follow in report writing
- Provide insight on how to respond to questions in a professional manner.

[40]

QUESTION 6 – BUSINESS ROLES

Since 2020 the human race has experienced the worse kind of pandemic ever experienced in our lifetimes. As if that was not enough, in APRIL 2022 saw floods that devastated many parts of our country leaving us without water for months on end. Our infrastructure took a major setback and businesses were unable to provide for their consumers as efficiently as possible. Workers were challenged to get to work on time. This period since 2020 has been very stressful for businesses and their employees with businesses and employees experiencing one crisis after another. The situation brought about many changes in the work world which was new to employees.

With reference to the above, you are required to:

- Explain the meaning of stress in the workplace
- Discuss the importance of stress management in the workplace
- Recommend ways employees manage stress in the workplace
- Provide examples of crises in the workplace and suggest ways businesses can deal with crises

[40]

SUB TOTAL SECTION C: 40 MARKS

PAPER TOTAL: 150 MARKS

GRADE 11 BUSINESS STUDIES

OCTOBER/NOVEMBER EXAMINATIONS 2022

PAPER 2
MARKING GUIDELINES

Section A- COMPULSORY

Answer all questions

- 1.1.1 D ✓✓
- 1.1.2 A ✓✓
- 1.1.3 C ✓✓
- 1.1.4 C ✓✓
- 1.1.5 B ✓✓

- 1.2.1 indigenous ✓✓
- 1.2.2 Common good approach ✓✓
- 1.2.3 professionalism ✓✓
- 1.2.4 business plan ✓✓
- 1.2.5 change management ✓✓

- 1.3.1 C ✓✓
- 1.3.2 F ✓✓
- 1.3.3 E ✓✓
- 1.3.4 B ✓✓
- 1.3.5 D ✓✓

[10]

SUB-TOTAL SECTION A: 30 MARKS

SECTION B:– ANSWER TWO QUESTIONS ONLY

SECTION B:– ANSWER TWO QUESTIONS ONLY

QUESTION 2 – BUSINESS VENTURE

- 2.1 Name **THREE** forms of ownership.

- Sole trader✓
 - Partnership✓
 - Closed Corporation✓
 - Private Company
 - Public Company
- (3)

2.2

2.2.1 Identify the type of business mentioned in the scenario above. Provide a quote to motivate your answer.

- Franchise✓✓ – He allows entrepreneurs to start their own businesses using his name for a cost.✓
- (3)

2.2.2 Analysis the positive impact of the type of business identified above.

- Will benefit from any advertising✓ or promotional campaign ✓by the franchisor. ✓
 - The franchisor acquires exclusive rights✓ in a certain geographic area. ✓
 - Banks are more likely to lend money✓ for the purchase of a franchise ✓with a good reputation. ✓
 - Relationships with suppliers✓ are already established. ✓
- (6)

2.2.3 Name the TWO parties mentioned in the contract used by this type of business.

- Franchisor✓
 - Franchisee✓
- (2)

2.3 Define the meaning of an entrepreneur.

- Someone who converts a business idea into a business venture.□✓✓
- (2)

2.4 Outline **FOUR** key success factors for a business.

- SUSTAINABILITY ✓✓
- Successful businesses are sustainable. ✓✓
- This means that the business can continue to exist despite all the challenges and threats it is confronted with. ✓✓
- PROFITABILITY ✓✓
- Money is managed in such a way that a good return on investment can be guaranteed to investors. ✓✓
- This attracts even more investors, which enables the business to expand its activities and to become even more profitable. ✓✓
- CUSTOMER BASE ✓✓

- Successful businesses have a continuous customer base to sell their goods and services to. ✓✓
- Successful businesses are always on the lookout for ways to expand their customer base. ✓✓
- A GREAT IDEA ✓✓
- Goods and service must fulfil the needs and desires of consumers. ✓✓
- A successful business has to offer better goods and services than its competitors. ✓✓
- COMPETENT WORKERS ✓✓
- Competent workers are experts in their field, they are motivated and productive and they contribute towards the success of the enterprise. ✓✓
- VISION ✓✓
- A clear vision will provide the business and its employees with direction to where they are headed. ✓✓
- A clear vision will ensure that a business is always looking for ways to improve. ✓✓
- FINANCIAL CONTROL ✓✓
- Inadequate financial control is one of the biggest reasons for business failure. ✓✓
- Money that is not well managed well will lead to cash flow problems and enterprise will not be able to operate smoothly. ✓✓
- ABILITY TO ADAPT TO CHANGE ✓✓
- Businesses are constantly subject to changes such as: new legislation, competitors, political change and management change. ✓✓
- Change can be threatening. ✓✓
- Successful businesses can anticipate, implement and adapt to change by turning threats into opportunities. ✓✓
- A business that delivers goods and services of quality will attract and retain customers. ✓✓
- Successful businesses are always looking for ways to improve and expand. ✓✓
- Ways to expand include finding new markets and developing new products ✓✓

(2x4)(8)

2.5 Suggest ways a business can remain profitable and sustainable.

- Sound managing finances. ✓✓
- Effective management of scarce resources and employees. ✓✓
- Maintaining a solid customer base. ✓✓
- Monitoring the internal and external environment.

- Behaving ethically and being socially responsible. ✓✓
- Increasing your own education so that you keep up with changing technologies in your industry. ✓✓
- Building on business success and learning from mistakes. ✓✓

(6)

2.6 Provide TWO aspects that an entrepreneur would need to consider before starting up a business.

- the culture of the organisation ✓✓
- environmental changes ✓✓
- customer services
- business growth
- cost-savings

(4)

2.7 **Discuss the following sources of available funding when starting up a business:**

Bank loans

- Businesses may apply to borrow money from the bank. ✓✓
- the bank will check their creditworthiness before approving the loan ✓✓
- the bank will specify the amount and the duration of the loan.
- The period can be fixed for the time of the loan or variable in line with the current interest rate.

(6)

Bank overdraft

- Businesses with the current check account organizer bank overdraft with the bank. ✓✓
- With this type of funding, the bank will allow the business to withdraw more than what is deposited in their bank account. ✓✓
- The bank will set a limit on the amount that can be withdrawn from the account. ✓✓
- The business pays interest on the amount of money they withdraw and for the period they have overdrawn. ✓✓

Trade credit

- Trade credit is an agreement between a supplier and the business. ✓✓
- Suppliers normally allow businesses between one to three months to settle their debts. ✓✓
- This is cancel or develop new products to be able to pay off their debt during the trade agreement period. ✓✓

[40]

QUESTION 3 – BUSINESS ROLES

3.1 **Highlight the differences between creative thinking and problem solving.**

Creative thinking	Problem solving
<ul style="list-style-type: none"> • The ability to think of original, varied new ideas or new approaches. ✓✓ • To be original, innovative and resourceful. ✓✓ • You must try to think differently and to apply creative techniques to solve problems. ✓✓ 	<ul style="list-style-type: none"> • It is a clear process to follow whenever a problem needs to be solved. ✓✓ • A process of finding the correct strategy to respond to a problem. ✓✓ • Problem solving involves analytical and creative skills. ✓✓

(4)

3.2

3.2.1 Identify the problem-solving technique used in the scenario above. Motivate your answer by quoting from the scenario above.

- Force field analysis ✓✓ - “They were advised to solve this problem by writing down the pros and cons of tele medicine.” ✓ **OR** “They also need to give each positive/negative factor a numerical weighting.” ✓ (3)

3.2.2 Explain how the doctors at the Bluff Medical centre can apply the problem solving technique identified in QUESTION 3.2.1.

- Describe the current situation/problem and the desired situation. ✓✓
- List all the driving forces and restraining forces that will support and resist change. ✓✓
- Allocate a score to each force using a numerical scale, where 1 is weak and 5 is strong. ✓✓
- Weigh up the positives and negatives then decide if the project is viable.
- Choose the force with the highest score as the solution.
- If the project is viable, find ways to increase the forces for change.
- Identify priorities and develop an action plan (6)

3.2.3 Name THREE other problem-solving techniques that the doctors can use.

- Empty Chair Technique ✓
- Delphi Technique ✓
- Nominal Group Technique
- Mind mapping
- Brainstorming
- Forced combinations
- SCAMPER (3)

3.3 Recommend THREE ways in which professional, responsible, ethical and effective business practice should be conducted.

- Businesses should treat all their employees equally, ✓ regardless of their race / colour / age / gender / disability etc. ✓
- Mission statement should include values of equality/respect. ✓✓
- Treat workers with respect / dignity ✓ by recognising work well done / the value of human capital ✓
- All workers should have access to equal opportunities/ positions/ resources. ✓✓ (6)

3.4 Identify the principles of professionalism and ethics from each of the statements below.

3.4.1 Noxy Madlala encourages her employees to use their knowledge, skills, and ability in their area of expertise for the good of the organisation, society and the environment.

- Competence ✓

3.4.2 Refers to non-disclosure of any confidential client or business information without permission.

- Confidentiality ✓

3.4.3 Businesses or large organisations should practice social responsibility to ensure that they give back to poor communities.

- Caring ✓

3.4.4 Businesses should operate in a manner that ensures that the environment is taken care of in a sustainable manner for the benefit of future generations.

- Environmental responsibility ✓

(4)

3.5 **Name and explain the FIRST TWO stages of team development.**

Stage 1 Forming ✓

- The first stage is when team members get to know each other. ✓✓
- Team members are aware of themselves.
- Team members show good behaviour as they are new to the group.
- Team members plan their work and new roles

Stage 2 Storming ✓

- The storming phase is often characterised by conflict. ✓✓
- Team members actively engage in the tasks at hand.
- Team members open up to each other and confront each other's ideas.
- There may be power struggles for the position of team leader.

(6)

3.6 **Outline the difference between trade unions and workplace forums.**

- A trade union negotiates salaries ✓ and wages, ✓ whereas a workplace forum does not deal with remuneration. ✓✓
- A trade union can organise a strike under certain circumstances, whereas a workplace forum cannot. ✓✓
- A trade union is a legal entity that can sue or be sued in its name.
- Non-union members can belong to a workplace forum.

(4)

3.7 **State ONE change employers must consult with the workplace forum before implementing the change.**

[2]

- Disciplinary codes and procedures. ✓✓
- workplace rules of conduct
- measures to monitor unfair discrimination
- Rules of social benefit schemes.

[40]

QUESTION 4 – MISCELLANEOUS

BUSINESS VENTURES

4.1

4.1.1 **Define an action plan.**

- An action plan is a detailed plan that outlines the actions that need to be executed (done) in order to reach the business goals. ✓✓
- An action plan shows the activities that must be completed. We need an action plan to implement the business plan and show how activities will be organised to achieve the goals of the business plan. ✓✓

(4)

4.1.2 **Explain to Fortunate the importance of an action plan.**

- enables projects to be achieved within a specified time ✓✓
- businesses are able to prioritise activities by their importance ✓✓
- can help the person responsible to be more organised ✓✓
- helps employees to focus on their activities
- can be used as a control measure against which standards and performance can be measured

(6)

4.2 **Discuss the procedure for the establishment of companies.**

- Determine who will establish the company ✓✓
- Reserve a company name with the Registrar of Companies ✓✓
- Draw up a Memorandum of Incorporation (MOI) ✓✓
- Submit a Notice of Incorporation ✓✓
- Obtain a unique registration number ✓✓
- Register the company with the Registrar of Companies. ✓✓
- Open a bank account and register for tax. ✓✓
- Draw up a Prospectus for potential investors. ✓✓

(6)

4.3.1 **Provide an example of a State-owned company in South Africa.**

- Telkom; Sanral; Eskom; SAA [MD ✓]

(4)

4.3.2 **Suggest reasons why state-owned companies could be unsuccessful.**

- Not a true form of ownership because the government controls all decisions. ✓✓
- Difficult to raise capital because stock is limited. ✓✓
- Rely on subsidies from the government. ✓✓
- Losses must be paid by the taxpayer. ✓✓
- Corruption MD

(4)

BUSINESS ROLES

- 4.4 **Analyse the importance of teamwork.**
- Teamwork motivates unity in the workplace. ✓✓
 - Teamwork offers differing perspectives and feedback. ✓✓
 - Teamwork provides improved efficiency and productivity. ✓✓
 - Teamwork provides great learning opportunities. ✓✓
 - Teamwork promotes workplace synergy. ✓✓
- (6)
- 4.5
- 4.5.1 **Quote TWO causes of conflict from the scenario above.**
- Recently management has had to deal with workers' unhappiness amongst themselves due to personality differences between groups and individuals. ✓
 - Employees are complaining of lack of business resources. ✓
- (2)
- 4.5.2 **Outline THREE other causes of conflict in the workplace.**
- Lack of proper communication between leaders and members. ✓✓
 - Differences in backgrounds, cultures, values, beliefs, and language. ✓✓
 - Different goals, objectives for groups and individuals. ✓✓
 - Unfair workload among the employees.
 - Different opinions and priorities between the employees.
 - Unmanaged stress can cause unhappiness and lead to more stress.
 - Poor organisation, leadership, and administrative procedures and systems.
 - Confusion about scheduling and deadlines.
 - Ignoring rules and procedures.
- (6)
- 4.6 **Discuss John P Kotter's 8 steps of leading change.**
- Establish a sense of urgency by motivating their employees ✓✓
 - Form a powerful coalition ✓✓/Build the guiding team by bringing together a team of influential people who will convince everyone else that change is needed ✓✓
 - Develop a vision and a strategy, decide what values are central to the change ✓✓
 - Communicate the vision frequently ✓✓ and demonstrate the kind of behaviour that they want from their employees ✓✓
 - Empower broad based action by identifying employees who are resisting change and help them see the need for change. ✓✓ Generate/ Create short term wins ✓✓ and make sure their businesses taste success early in the change process ✓✓
 - Consolidate gains ✓✓/Build on change by analysing what went right and what needs to be improved after each win ✓✓
 - Anchor the changes in corporate culture ✓✓ and this must become part of the core of their business. ✓✓
- [6]

[40]

SUB TOTAL SECTION B: 80 MARKS

QUESTION 5

INTRODUCTION:

Business presentations are a vital part of the operations of Alex properties. ✓ In order for most businesses to grow by landing more stakeholders this is a skill they need to master. ✓

[2]

Any suitable introduction.

VISUAL AIDS:

Tables ✓

- A table is a set of facts and figures arranged in columns and rows. ✓✓
- The information in a table is used to compare or contrast data.

Bar graph ✓

- A bar graph is a diagram showing how two or more sets of data are related. ✓✓
- They are useful when one wants to compare data over a period of time.

Line graph ✓

- A line graph is a diagram, usually a line or curve, that shows how two or more sets of numbers or measurements are related. ✓✓
- It gives an indication of how trends have changed over some time

Pie chart ✓

- A pie chart is a circle divided into segments, which are represented with percentages. ✓✓
- It is used to graphically illustrate sets of data in proportion to each other

Flow chart/Diagram

- A flow chart is a symbolic representation of information using visualisation techniques.
- It is used to illustrate processes/relationships.

Poster

- Posters are often a large sheet of paper/ cardboard used to promote certain products or events.
- They are usually pasted on public street poles/walls.

Handouts

- Handouts are copies of a presentation where the content of multiple slides is displayed on a single/multiple pages.

Transparency

- A transparency is a thin sheet of transparent flexible material.
- They are plastic sheets that a presenter can use to write the information on

Max marks (12)

FACTORS WHEN CREATING A FLYER:

- Decide on the main theme of the flyer. ✓✓
- Make the central theme eye-catching/appealing to the reader. ✓✓
- The flyer should consist of both graphics and words. ✓✓
- Limit the number of words on the flyer. ✓✓
- Use colour and large fonts for the most important information. ✓✓
- Ensure that the layout of the flyer is attractive and appealing.
- Provide information about products/services.

- Insert contact details of the business.
- Proofread the flyer before printing it

Max marks (10)

STEPS IN REPORT WRITING:

Decide on terms of reference ✓

- Setting the terms of reference helps both the writer and their readers to understand why the report is important and what it hopes to accomplish. ✓✓
- Setting concrete terms early on will help you create the report's outline and keep your discussions on track throughout the writing process

Conduct research ✓

- Most reports will require the collection of data that directly relates to the topic. ✓✓
- Interpreting data and formatting it in a way that the readers will understand is an important part of writing a report.

Write an outline ✓

- The next step is to construct your report's outline. ✓✓
- The most important thing to do when writing the outline is to include all the necessary sections and eliminate anything that does not directly contribute to the report's purpose.

Write the first draft ✓

- Writing the first draft is one of the most important stages of constructing a successful report. ✓✓
- The purpose of the first draft is to get all the main elements of the information onto the page.
- The primary goal is to organise the data and analysis into a rough draft that will eventually become a final product

Analyse data and record findings

- The focus of every report is the findings section/ presentation of the interpretation of the data.
- The findings section of the report should always provide valuable information related to the topic/issue that is being addressed, even if the results are less than ideal.

Recommend a course of action

- The final section of the report's body is the recommendation/s.
- After examining the data and analysing any outcomes, the report must present an idea as to what actions should be taken in response to the findings.

Edit and distribute

- The final stage of writing a report is editing it thoroughly and distributing it to the stakeholders/ audience.
- Edit for grammar mistakes, spelling errors, and typos.

- Ask someone else to proofread it/give you their opinion on the readability of the content.

Max marks (12)

HOW TO RESPOND TO QUESTIONS IN A PROFESSIONAL MANNER:

- Listen to each question carefully and ensure that you interpret the question correctly. ✓✓
- Restate the question for your understanding if you are uncertain about the question. ✓✓
- Respond only to questions when you are certain about the question that was asked. ✓✓
- When answering a question, it is important to address the question and not the person asking the question.
- Be prepared to acknowledge good questions by emphasising the value of the question to the presentation
- Don't attempt to answer questions that you do not know the answer to and acknowledge this to your audience.
- Don't be afraid to admit mistakes made during the presentation if such mistakes are mentioned by your audience
- Remain polite/courteous/professional when responding to questions.
- Refrain from becoming involved in a debate/argument with the person/s posing the questions.

Max marks (6)

Conclusion:

If Alex Prop takes the info provided and places into action they will see a vast improvement in the way their stakeholders respond. This will in turn affect their profitability. ✓✓

Facts	32
Layout	2
Analysis	2
Synthesis	2
Originality	2

QUESTION 6 – BUSINESS ROLES

Since 2020 the human race has experienced the worse kind of pandemic ever experienced in our lifetimes. As if that was not enough, in APRIL 2022 saw floods that devastated many parts of our country leaving us without water for months on end. Our infrastructure took a major setback and businesses were unable to provide for their consumers as efficiently as possible. Workers were challenged to get to work on time. This period since 2020 has been very stressful for businesses and their employees with businesses and employees experiencing one crisis after another. The situation brought about many changes in the work world which was new to employees.

With reference to the above, you are required to:

- Explain the meaning of stress in the workplace
- Recommend ways employees manage stress in the workplace
- Provide examples of crises in the workplace
- Suggest ways businesses deal with crises in the workplace

(40)

INTRODUCTION

- the business environment is ever changing and businesses have to have strategies in place to assist in overcoming/reducing the impact of challenges. ✓
- Workshops and motivational speakers can be used to support staff during these times. ✓
- Any suitable introduction.

[2]

Explain the meaning of stress in the workplace

- Stress is the body's response to any demand or pressure. ✓✓
- It is the "wear & tear" our bodies experience as we adjust to our changing environment. ✓✓
- Stress can have healthy or unhealthy effects on our lives.
- E.g., when we know we have a big test coming up, it can give us the motivation to study. But if we become too stressed about the test, it can prevent us from focusing.

[4]

Discuss the importance of stress management in the workplace

- Our goal is to manage stress and not to eliminate it. ✓✓
- Optimal stress is beneficial but too much or too little stress will affect us negatively. ✓✓
- We need to maintain a balanced lifestyle through :
- Hobbies;
- Spending quality time with family and friends
- Exercising regularly etc.

[6]

Recommend ways employees manage stress in the workplace

- Become aware of your stressors✓✓
- Do not ignore your distress
- Determine the causes of your distress and what you're telling yourself about these causes?
- Determine how your body responds to the stress. Do you become nervous or physically upset?
- Possible changes which could be made
 - Avoidance or elimination of stressors✓✓
 - Manage stress for longer periods
 - Shorten exposure to stress by taking a break, moving away from the stressful environment or leave the office to go for a walk
- Devote time and energy to techniques✓ such as goal setting,✓ time management ✓and creative problem solving.✓
- Reduce the intensity of your emotional reactions to stress
- Are you exaggerating the situation?
- Do you feel the need to please everyone all the time?
- Are you overreacting by seeing everything as absolutely critical or urgent?
- Do you want to succeed in every situation?

LEARN TO CONTROL PHYSICAL REACTION TO STRESS✓

This can be done by:

- Slow deep breathing✓
- Relaxation techniques✓
- Medication (only short-term)

BUILD PHYSICAL RESERVES✓

This can be done by:

- exercise✓
- Eating properly✓
- Avoiding stimulants
- Get enough sleep

MAINTAIN EMOTIONAL RESERVES✓

This can be done by:

- developing mutually supportive friendships✓
- Pursue realistic goals✓
- Expect some failure and know when to ask for help

[14]

Provide examples of crises in the workplace

- **Tight deadline crisis** ✓ – when a project or contract needs to be completed by a certain date.✓
- **Financial crisis** ✓ – could be expected at any time, but perhaps the timing is not always known.✓
- **Life-threatening event** – completely unexpected, e.g. COVID-19
- **Financial crisis** ✓ – could be expected at any time, but perhaps the timing is not always known. ✓
- **Life-threatening event**✓ – completely unexpected, e.g. COVID-19

[10]

Suggest ways businesses deal with crises in the workplace

Assess and evaluate the nature of the crisis.✓✓

- When a crisis happens the affected department or persons should respond to the situation in a calm manner and determine what the nature and cause of the crisis is in order to plan an appropriate response.✓✓
- If necessary, seek advice from experts.✓✓
- Manage the seriousness of the situation by responding to the situation immediately.✓✓
- Ensure that accurate and correct information is provided when managing the situation or crisis.
- Provide training and support to staff members affected by the situation.
- Contain the situation as effectively as possible to minimise any potential damage to the business.
- Communicate with all stakeholders to ensure that they are properly briefed about the events, its impact and the actions that should be taken.
- The management team of the business should appoint a spokesperson to manage all the media briefings.
- Debriefing sessions should be arranged for all those directly involved in the crisis.
- Implement and evaluate the efficacy of the emergency plan during the crisis.
- If necessary, revise and amend the emergency plan after the crisis.

[8]

CONCLUSION

- It is important for businesses to capacitate the employees with stress and change management solutions to cope with different situations.✓✓
- Employers should engage employees in the process of change to build trust. Any suitable conclusion.

[2]

[40]

Facts	32
Layout	2
Analysis	2
Synthesis	2
Originality	2