



BUSINESS STUDIES: PAPER I

EXAMINATION NUMBER

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ANSWER BOOKLET

SECTION A

QUESTION 1

Indicate the **most correct** answer by writing the letter of the alternative you have chosen in the space provided below.

1.1	
1.2	
1.3	
1.4	
1.5	

1.6	
1.7	
1.8	
1.9	
1.10	

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QUESTION 2

Business Studies Dictionary

2.1	
2.2	
2.3	
2.4	
2.5	

2.6	
2.7	
2.8	
2.9	
2.10	

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QUESTION 3

Write the correct word/term to make the statement TRUE.

3.1	
3.2	
3.3	
3.4	
3.5	

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SECTION B

QUESTION 4

4.1 Describe the **purpose** and **ONE negative implication** of the following South African labour acts.

<p>4.1.1 Basic Conditions of Employment Act</p> <p>Purpose: _____</p> <p>_____</p> <p>_____</p> <p>Negative implication: _____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;">(4)</p>
<p>4.1.2 Employment Equity Act</p> <p>Purpose: _____</p> <p>_____</p> <p>_____</p> <p>Negative implication: _____</p> <p>_____</p> <p>_____</p> <p style="text-align: right;">(4)</p>

4.1.3 Skills Development Act

Purpose: _____

Negative implication: _____

(4)

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4.2 Management and Leadership at a fast food franchise

4.2.1 State ONE obstacle to effective decision-making.

(1)

4.2.2 Discuss where it would be appropriate for the franchisee to use a **democratic** leadership style. Give an example as part of your answer.

(3)

<p>4.2.3 Discuss ONE challenge that a franchisee could face when delegating tasks to employees.</p> <hr/> <hr/> <hr/> <hr/> <p style="text-align: right;">(3)</p>
<p>4.2.4 Describe ONE positive outcome when the franchisee plans his/her finances timeously.</p> <hr/> <hr/> <hr/> <hr/> <p style="text-align: right;">(3)</p>
<p>4.2.5 Describe how a teamwork competency by a franchise manager can lead to success of the business. Give an example to illustrate your answer.</p> <hr/> <hr/> <hr/> <hr/> <p style="text-align: right;">(3)</p>

4.3 Industrial Action at a fast food franchise

<p>4.3.1 List THREE benefits of a protected strike.</p> <ul style="list-style-type: none">• _____• _____• _____ <p>(3)</p>
<p>4.3.2 Name TWO groups of people who are not allowed to strike.</p> <ul style="list-style-type: none">• _____• _____ <p>(2)</p>
<p>4.3.3 Describe ONE positive and ONE negative outcome when workers decide to picket.</p> <p>Positive: _____</p> <p>_____</p> <p>Negative: _____</p> <p>_____</p> <p>(4)</p>
<p>4.3.4 Discuss the benefits of using a trade union representative in labour negotiations.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>(4)</p>
<p>4.3.5 Explain why it may be beneficial for an employer to include a probation period as part of an employment contract.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>(2)</p>

4.4 Porter's Six Forces Model

<p>4.4.1 Name the external environment in which Porter's Six Forces Model is most applicable.</p> <p>_____</p>	(1)
<p>4.4.2 The threat of new entrants to the fast food industry is a challenge to existing businesses. Discuss strategies to overcome this threat.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>	(5)
<p>4.4.3 List FOUR other elements of Porter's Model.</p> <ul style="list-style-type: none">• _____• _____• _____• _____	(4)

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