



NATIONAL SENIOR CERTIFICATE EXAMINATION  
SUPPLEMENTARY PAPER 2014

**BUSINESS STUDIES: PAPER I**

**EXAMINATION NUMBER**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

---

**ANSWER BOOKLET**

---

**SECTION A**

**QUESTION 1**

Indicate the **most correct** answer by making a cross (X) in the column over the corresponding letter for each question.

1.1	A	B	C	D
1.2	A	B	C	D
1.3	A	B	C	D
1.4	A	B	C	D
1.5	A	B	C	D

1.6	A	B	C	D
1.7	A	B	C	D
1.8	A	B	C	D
1.9	A	B	C	D
1.10	A	B	C	D

<b>20</b>

**QUESTION 2**

2.1	
2.2	
2.3	
2.4	
2.5	
2.6	

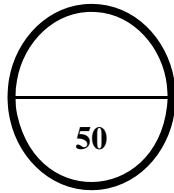
<b>12</b>

**QUESTION 3**

3.1	True	False	
3.2	True	False	
3.3	True	False	
3.4	True	False	
3.5	True	False	
3.6	True	False	
3.7	True	False	

**SECTION B**

**QUESTION 4**



4.1	4.1.1	Describe the purpose of Manpower Planning. • • •	(3 marks)
	4.1.2	Describe the purpose of <b>Workload Analysis</b> .	(1 mark)
	4.1.3	Name <b>TWO</b> methods that can be used to complete <b>Job Analysis</b> . • •	(2 marks)
	4.1.4	Name <b>ONE</b> other technique that can be applied in Manpower Planning.	(1 mark)

7

4.2 Explain how the following issues impact on the working relationships in a Nedbank management team:

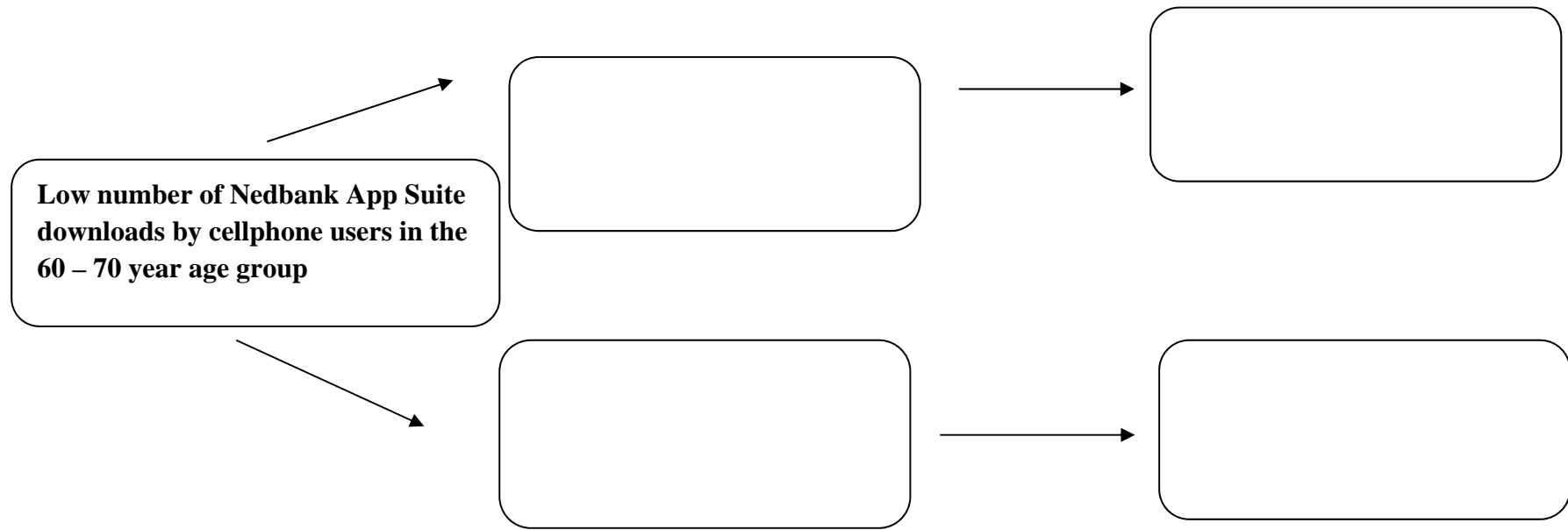
*	<b>The organisational culture of Nedbank:</b>	(2 marks)
*	<b>The diversity of the management team:</b>	(2 marks)
*	<b>The past experiences of the team:</b>	(2 marks)

6

4.3 Suggest a strategy on how a Nedbank branch manager could effectively prevent **each** of the following unethical situations:

4.3.1	<p>* <b>A bank teller makes unauthorised electronic fund transfers (EFT's) into her private bank account:</b>  <b>Strategy:</b></p> <p style="text-align: right;">(2 marks)</p>
4.3.2	<p>* <b>The branch manager receives a gift from a company that is one of three companies bidding to take over the computer support contract for Nedbank:</b>  <b>Strategy:</b></p> <p style="text-align: right;">(2 marks)</p>
4.3.3	<p>* <b>A senior manager has access to confidential information which he uses in recruitment interviews:</b>  <b>Strategy:</b></p> <p style="text-align: right;">(2 marks)</p>

4.4 **Drill – Down Analysis**



		<b>Challenge being faced</b>	<b>Applicable environment</b>	<b>Reason for choice of environment</b>	<b>Strategy in response to challenge</b>
4.5	4.5.1	<b>The South African Reserve Bank increases the rate at which banks may borrow money.</b>	(1 mark)	(2 marks)	(2 marks)
	4.5.2	<b>The Centre for Excellence Model (paragraph 4 of the case study) is facing a funding crisis.</b>	(1 mark)	(2 marks)	(2 marks)
	4.5.3	<b>A number of Nedbank clients have used their fixed deposit funds to buy shares in offshore companies.</b>	(1 mark)	(2 marks)	(2 marks)

4.6 Explain how each of the following terms would relate to the fire insurance contract:

<p>* <b>Premium charged:</b></p> <p style="text-align: right;"><b>(2 marks)</b></p>
<p>* <b>The 'iron-safe' clause:</b></p> <p style="text-align: right;"><b>(2 marks)</b></p>
<p>* <b>Insurable interest:</b></p> <p style="text-align: right;"><b>(2 marks)</b></p>
<p>* <b>Average clause:</b></p> <p style="text-align: right;"><b>(2 marks)</b></p>

<b>8</b>