Bergvliet High School

GRADE 10

13 NOVEMBER 2024

BUSINESS STUDIES

NOV P2 EXAM

MEMORANDUM

MARKS: **150**

TIME: **2 hours**

EXAMINER: **L KRIEL**

MODERATOR: **T ABRAHAMS & M FORTUNE**

This MEMO consists of 19 pages.

SECTION A (COMPULSORY)

QUESTION 1

1.1.1. A ✓✓
1.1.2 B✓✓
1.1.3 C✓✓
1.1.4 A✓✓
1.1.5 A✓✓

[10]

1.2.1 Patent ✓✓
1.2.2 Securities ✓✓
1.2.3 External ✓✓
1.2.4 Empty Chair ✓✓
1.2.5 PESTLE✓✓

[10]

1.3.1 H ✓✓
1.3.2 D ✓✓
1.3.3 G ✓✓
1.3.4 I ✓✓
1.3.5 E ✓✓

[10]

[30]

SECTION B

Answer ANY TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The **answer to EACH question must start on a NEW page**, e.g. QUESTION 2 on a new page, QUESTION 3 on a NEW page, etc.

QUESTION 2: BUSINESS VENTURES

2.1 **Outline the importance of business reports.** (4)

- A business report aims to provide a critical analysis of how the business is performing in all business functions of the organisation ✓✓
- Business reports are used to guide decision making in the business✓✓
- It allows business owners and senior management the opportunity to investigate and solve any identified issues ✓✓
- Senior management relies on business reports to inform them of what each department is doing ✓✓
- Business reports provide important information for management that is timely and factual ✓✓
- Accept any relevant answer

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

LULU LEMON (LL)

Luella, the CEO of Lulu Lemon is preparing a business presentation for its stakeholders. She enquired about the target market that the report is intended for. After writing the report, Luella asked Liam to help edit the report.

2.2.1 **Quote TWO guidelines that Luella considered when writing a business report from the scenario above.** (2)

- "She enquired about the target market that the report is intended for." ✓
- "Luella asked Liam to help edit the report." ✓
- **Must give full quote**

2.2.2 **Explain other guidelines on writing effective business reports**. (6)

- Determine the scope✓ of the report ✓
- Determine how ✓the report should be presented ✓
- Collect ✓the necessary information ✓
- Prepare an overview of what the audience should know ✓and details that should be included in the report ✓
- Write briefly ✓and only include important information ✓
- Use regular/Basic/ simple language✓ with correct grammar and clear sentences ✓
- Use accurate✓ and meaningful visual aids ✓

- Spend time revising the report and correct spelling mistakes and grammatical errors✓
- Max 6 marks

2.2.3 **Advise Luella on the importance of visual aids.** (4)

- Diagrammatical dad presentation allows understanding of data more easily✓✓
- It helps illustrate points to the audience more easily and effectively ✓✓
- It also helps to maintain the audience interest during the presentation ✓✓
- It engages the audience with the presentation, making them remember it afterwards✓✓
- Accept any relevant answer
- Max 4 marks

2.3 **Explain the meaning of a business opportunity.** (2)

- A business opportunity is an idea for a person to start a business✓ so that they can generate an income✓
- Accept any relevant answer

2.4 **Discuss the importance of assessing needs and desires in identifying business opportunities.**

- Needs and desires are the keys✓ to a successful business opportunity✓
- The success of a business opportunity depends on the awareness✓ and fulfilment of the target market ✓
- Businesses should create a desire for their products ✓through well designed advertising and marketing campaigns ✓
- Needs and desires create a guarantee✓ for a market✓
- Every need and every desire are a possible ✓ business opportunity✓
- If you see a need that is not met✓ you will have a guaranteed market✓
- It is easier to find something that people want✓ and to create a business around that since desires are unlimited✓
- Sometimes an entrepreneur will invent a new product ✓for which there is no existing desire or market✓
- In such a case the entrepreneur would have to create a desire for the product✓ through clever advertising and a good marketing campaign ✓
- Accept any relevant answer
- Max 6 marks

(6)

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

SANTIAGO RESTAURANT SERVICES (SRS)

Santiago Restaurant Services (SRS) wants to expand his restaurant operations. He wants to provide cooking classes held at the restaurant during the quieter months. Santiago wants to personally interact with some of his regular customers to determine if it will be a good idea. He set up appointments to speak with those customers willing to provide feedback.

2.5.1 **Identify the research instrument used by Santiago in the above scenario.** (1)

- Interviews ✓

2.5.2 **Quote the protocol that Santiago followed before conducting his research.** (1)

- "He set up appointments to speak with those customers willing to provide feedback." ✓

2.5.3 **Advise Santiago on the ethical elements of research.** (6)

- Research may not disadvantage anyone ✓✓
- Research may not be inhumane ✓✓
- Research may not exploit anyone ✓✓

2.5.4 **List TWO additional research instruments.** (2)

- Surveys✓
- Questionnaires✓
- Observations✓
- Experiments ✓
- Mark the first TWO
- Max 2 marks

2.6 **Discuss the advantages of external market research.** (6)

- Not influenced ✓by company politics and regulations✓
- It provides niche expertise ✓as market research is done by market research specialists ✓
- There is zero bias✓ as the external specialist do not have a stake in the company ✓
- The are able to produce objective results✓ as they are not involved with the research results/ feedback ✓
- Accept any relevant answer
- Max 6 marks

[40]

QUESTION 3: BUSINESS ROLES

3.1 Identify the problem solving technique in each of the statements below.

3.1.1 **Experts were requested to complete a questionnaire to solve problems experienced by Tallulah PTY LTD**. (4)

- Delphi technique ✓✓

3.1.2 **Sebastian's employees were requested to silently brainstorm ideas and then share them with the entire group.**

- Nominal group technique ✓✓

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

TABS FLORALS (TF)

Tabetha Samuels, the owner of Tabs Florals (TF) provides a bespoke flower arranging service. Unfortunately, her business has been in a decline for the past few months. The management requested their employees to come up with new ideas on how this problem can be solved. Tabetha decided to hold workshops to help train staff on the creative thinking techniques.

3.2.1 **Quote TWO ways in which TS uses creative thinking to generate entrepreneurial opportunities.** (2)

- "The management requested their employees to come up with new ideas on how this problem can be solved." ✓
- "Tabetha decided to hold workshops to help train staff on the creative thinking techniques." ✓
- Must give the full quote

3.2.2 **Explain TWO other ways to use creative thinking to generate entrepreneurial opportunities.** (4)

- Design environments ✓that stimulate creative thinking✓
- Encourage alternative ways ✓ of doing things ✓
- Respond enthusiastically to all ideas✓ and never let anyone feel less important ✓
- Place suggestion boxes around the workplace ✓and keep communication channels open for new ideas ✓
- Make time for brainstorming sessions✓ to generate ideas✓
- Emphasise the importance of creative thinking ✓to ensure staff know that management wants to hear their ideas✓
- Encourage job swops✓ within the organisation and study how other businesses are doing things✓
- Regards indigenous knowledge as a valuable resource ✓when solving problems or identifying opportunities✓
- DO NOT ACCEPT: come up with new ideas and hold regular workshops
- Mark the first TWO answers only
- Max 4 marks

3.2.3 **Advise management of TS about the benefits of creative thinking.**

- New, innovative, and better ideas and solutions are generated ✓✓
- Creativity is key to staying one step ahead of competitors ✓✓
- Complex business problems may be solved ✓✓
- It leads to increased productivity of the entire business ✓✓
- It leads to more positive attitudes as managers and employees feel that they have contributed towards problem-solving ✓✓
- It improves motivation amongst staff members ✓✓
- Creativity may lead to new inventions that will improve the general standard of living ✓✓
- Management and employees may keep up with fast-changing technology✓✓
- Max 6 marks

(6)

3.3 **Discuss the meaning of interpersonal relationships.** (2)

- Interpersonal relationships in the workplace refers to a strong association among individuals✓ working together. ✓

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

HARRISON SYSTEMS (HS)

Harrison Systems (HS) is an IT company that specialises in implementing accounting systems. The team members work together closely with each other. The accounting project s team has a reputation of never missing a target date or deadline. Tobias has a reputation for not always getting along with all team members. He never delegates tasks to younger team members because he believes that younger people do not have enough experience. This has led to discontent among the team and has caused quarrelling and fighting in within the team.

3.4.1 **Identify FOUR factors that influence team relationships from the scenario above.** (4)

- Belief ✓
- Prejudice ✓
- Discrimination ✓
- Diversity ✓

3.4.2 **Explain TWO different ways in which HS can address factors that influence team relationships.** (4)

- The business can make sure that employees understand✓ and believe in business objectives. ✓
- The business should listen to employees✓ when they share ideas. ✓
- Important decisions should be taken through a process✓ of teamwork. ✓

- Good teamwork needs to be rewarded✓ and mistakes must be viewed as opportunities to learn and grow. ✓
- Being clear and specific when communicating✓ to prevent confusion. ✓
- Encouraging trust, respect, and cooperation✓ among members of the team. ✓
- Encouraging team members to share information✓ and resources effectively. ✓
- Delegating problem-solving tasks✓ to the team. ✓
- Establishing a method for arriving at a consensus✓ to prevent conflict. ✓
- Accept any other relevant answer
- Mark the first TWO answers only
- Max 4 marks

3.5 **List FOUR criteria for successful team performance.** (4)

- Clear objectives and agreed goals ✓
- Interpersonal attitudes and behaviour ✓
- Shared values and mutual respect✓
- Communication✓
- Co-operations/ Collaboration ✓
- Mutual respect, support and trust ✓
- Mark the first FOUR answers only
- Max 4 marks

3.6 Use the scenario blow to answer the questions that follow.

TRUE DANGER OF USING ILLEGAL DSTV STREAMNG SERVICES

While the likelihood of being tracked down or penalised for using an illegal streaming service is low, the criminal providers of these services pose significant risks to their users — particularly regarding privacy and financial security. Illegal IPTV services — or "pirate" streaming services — have become popular in South Africa because they offer an astounding assortment of streamable content, often at dirt-cheap prices

Source: mybroadband.co.za

3.6.1 **Identify the socio-economic issue from the scenario above.** (2)

- Piracy ✓✓

3.6.2 **Discuss TWO solutions that a business can use to address the issue identified in QUESTION 3.6.1.** (4)

- Businesses can sue someone✓ who infringes the copyright ✓
- Businesses can take out a patent✓ for new inventions and include a sample of their invention with application✓
- Businesses can use trademarks✓ to identify themselves and their products✓
- Marks the first TWO answers only
- Max 4 marks

3.7 **Elaborate on the meaning Corporate Social Responsibility (CSR).** (2)

- Corporate social responsibility is about businesses taking responsibility for their impact✓ on society and the environment ✓
- It is also the way in which a business conducts its operations ethically and morally ✓– that is, how they use human, physical and financial resources. ✓
- Accept any other relevant answer
- Max 2 marks

3.8 **Provide examples of Corporate Social Responsibility initiatives.**

- Reducing carbon footprints✓
- Donations to charities. ✓
- Volunteering in the community. ✓ (2)
- Accept any other relevant example
- Max 2 marks

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 **Differentiate between limited and unlimited liability.** (4)

- Limited Liability: a legal status where a person's financial liability is limited ✓to an amount invested in the business. ✓
- Unlimited liability: business owners are responsible✓ for all the business debts. ✓

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

BODY WORKS (BW)

Jill Perkins has a special interest in health and fitness. She has decided to open her own studio; Body Works (Pty) Ltd. Jill had to make sure the business is registered with the CIPC and well as making sure the Memorandum of Incorporation was completed properly. Jill is the sole shareholder of BW.

4.2.1 **Identify the form of ownership used in the scenario. Motivate your answer by quoting.** (2)

- Private Company ✓
- "She has decided to open her own studio; Body Works (Pty) Ltd. "✓
- Learner must provide full quote
- No marks awarded if form of ownership is incorrect

4.2.2 **Outline the characteristics of the form of ownership identified in QUESTION 4.2.1.** (4)

- A private company can have an unlimited number of shareholders, however, a minimum of one director and one shareholder is required. ✓✓
- The liability of shareholders is limited to the number of shares held by them. ✓✓
- Raises capital by issuing shares privately to its shareholders. ✓✓
- The name of a private company must end with the words '(Proprietary) Limited' or '(Pty) Ltd'. ✓✓
- The company has a legal personality therefore it has unlimited continuity even in the case of death, insolvency, the bankruptcy of any of its shareholders ✓✓
- A private company is not allowed to sell shares to the public. ✓✓
- Profits are shared in the form of dividends in proportion to the number of shares held. ✓✓
- It needs to be registered with the registrar of companies by drawing up a Memorandum of Incorporation. ✓✓
- The Companies Act (No. 71 of 2008) imposes personal liability on directors who are knowingly part of the carrying on of the business recklessly or fraudulently. ✓✓
- A private company must prepare annual financial statements. ✓ ✓
- Annual financial statements need not be either audited or independently reviewed. ✓ ✓
- Max 4 marks

4.2.3 **Discuss the disadvantages of this form of ownership.** (4)

- Private companies are subject to many legal requirements ✓ and regulations which can be onerous. ✓
- Decision-making takes time because of the large number of people in management. ✓
- The private company cannot be listed on the stock exchange, therefore, it cannot sell shares to the public. ✓
- Directors may sometimes act in their own interest, not in the company's best interest.
- Annual financial statements must be reviewed by a qualified person, which is an extra expense to the company. ✓
- Difficult and expensive to establish as the company is subjected to many legal requirements. ✓
- The Private company pays tax on the profits of the business and on declared dividends and are therefore subject to double taxation. ✓
- Directors may sometimes be held liable for debts if it can be proven that they committed fraud ✓
- Some shareholders may not exercise their voting rights resulting in choosing the wrong person as a director. ✓
- Max 4 marks

4.3 **Discuss the purpose of TWO audio visual aids.** (4)

- A data projector allows a large audience✓ to see the detailed information of a presentation. ✓
- Interactive Whiteboards/ Smartboards allows multiple people to engage ✓in collaborative experience using a touchscreen to take notes, annotate content and offer on-board programs that helps to facilitate sharing and collaboration. ✓
- Video conferencing or Skype/ Zoom enables face-to-face communication ✓between two or more people in different locations ✓
- Videos emphasize ideas through both sight and sound✓, and captures and holds the audience's attention. ✓
- Mark the first TWO only

4.4 Indicate the type of visual aid used in each statement below.

4.4.1 **A display method used to compare data between distinct categories**. (4)

- Bar Graph

4.4.2 **A single page of a presentation created with software used to present information**.

- Slides/ Powerpoint

BUSINESS ROLES

4.5 **Discuss brainstorming and mind mapping as problem solving techniques.** (4)

- **Brainstorming:** a group activity ✓ to find a solution for a specific problem by gathering a list of ideas spontaneously. ✓
- **Mind mapping:** diagrams that represent ideas ✓ that are connected to a central theme ✓

4.6 Differentiate between decision making and problem solving. (4)

Decision Making	Problem solving
• Decision-making is the process of choosing ✓from several alternatives. ✓ • Various alternatives are considered ✓ before deciding on the best one. ✓ • It is part of the problem-solving process ✓ where a solution is chosen. ✓ • Decisions are usually made by one person ✓generally a manager ✓ Accept any relevant answer	• Problem-solving is the process ✓of finding a solution to a problem✓ • Alternative solutions ✓ are identified and evaluated.✓ • It involves analysing the problem ✓ to identify solutions. ✓ • Problem-solving usually involves a group/team✓ rather than a single person ✓ Accept any relevant answer
Sub max 2 marks	Sub max 2 marks

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

GABRIELS GROCERIES (GG)

Gabriel Samson, the owner at Gabriel's Groceries (GG) takes his social responsibility very seriously. He tries to recycle all waste produced by the business, as well as donating excess produce to his local soup kitchen.

4.7.1 **Name TWO examples of social responsibility from the scenario above.** (2)

- Recycling waste produced ✓
- Donating excess produce to soup kitchen ✓

4.7.2 **Elaborate on the meaning of social responsibility.** (4)

- Being socially responsible means that individuals take responsibility✓ for the effects of their behaviour and lifestyle on the environment and on others. ✓
- That each person has a duty to act ✓ in the best interest s of their environment and society as a whole✓
- That every individual and organisation can contribute towards the well-being of the community✓ and the environment in which they live. ✓

4.8 **Advise businesses on initiatives to address poverty and inequality.** (6)

- Businesses can support poverty alleviation programmes that are offered by the government. ✓✓
- They can also donate things such as money or food parcels to local NGOs. ✓✓
- Some businesses may invest in young start-ups that could potentially be a competitor, buyer or supplier. ✓✓
- Business could also organise and encourage entrepreneurial programmes for start-ups. In this way, they can stimulate growth in the economy. ✓✓
- Businesses can provide bursaries to matriculants for furthering their studies or offer learnerships/apprenticeships for scarce skills within their organisations. ✓✓
- Employees could offer their time and/or services through volunteer programs. ✓✓
- Businesses could also upskill their employees through targeted training in the workplace. ✓✓

[40]

TOTAL SECTION B: 80

SECTION C

Answer ANY ONE questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question chosen. The answer to EACH question must start on a NEW page, e.g. QUESTION 5 on a NEW page, QUESTION 6 on a NEW page, etc.

QUESTION 5: BUSINESS ROLES

A business plan is a vital tool for any new business looking for investors or wanting to secure a loan from a bank. The business owner needs to have a well-developed vision of the business, with realistic expectation of what the business can achieve. The owner must have an innovative marketing plan as well as sound financial planning, in order for the business to be successful.

With reference to the statement above, write an essay on the following aspects:

- Outline the importance of business plans
- Explain the meaning of the marketing mix with reference to the 7 P's
- Discuss the following elements of the financial plan:
    - break even point
    - budget
- Advise businesses on strategies to overcome competition

INTRODUCTION

- A business plan is a written description of a prospective business. ✓
- It explains how the prospective business owner will obtain funding. ✓
- It analysis potential strengths, weaknesses, opportunities and threats. ✓
- It also describes how the business will deal with threats and market its goods. ✓
- Accept any relevant introduction.
- **Max 2 marks**

OUTLINE THE IMPORTANCE OF BUSINESS PLANS

- A business plan helps entrepreneurs to set goals and objectives. ✓✓
- It can be used to attract investors and prospective employees. ✓✓
- The business plan guides the entrepreneur on the viability of his/her business idea. ✓✓
- It also helps the entrepreneur to identify problems that may arise and helps management to take steps to avoid these problems. ✓✓
- It improves processes and practices of the business operations. ✓✓
- It evaluates the success of the business. ✓✓
- It is essential when applying for financial assistance from investors or lenders. ✓✓
- It gives direction once the business is operating. ✓✓
- **Max 12 marks**

EXPLAIN THE MEANING OF THE MARKETING MIX (7Ps)

Product/Service ✓

- It is a description of the product, appearance, and usage that is available to customers. ✓
- It can be a picture, drawing, or photograph of what the product looks like.✓
- The manufacturing process is used to make the product. ✓
- The appearance of the product/services must be different from competitors' products ✓
- The packaging of the product should protect and preserve the product.✓ **[40]**

- Submax 2 marks

Price ✓

- The price of a product refers to the amount of money that must be paid by the consumer to obtain the product. ✓
- The proposed business must include its pricing policy in its business plan ✓
- The pricing policy describes how the price is used to attract customers. ✓
- The price needs to cover all costs and must appeal to the target market. ✓
- It must be affordable for the consumers. ✓
- Good access to the product/service will increase sales. ✓
- Cash or credit facilities may affect the customer's attitude to the price. ✓
- Customers may be aware of other businesses/sellers who are selling the same products for less. ✓
- Submax 2 marks

Place/Distribution✓

- This refers to the location where goods and services will be sold/the place
- where consumers can access the goods or services.
- The business can sell the product directly to customers itself or can market the product through other businesses.

Promotion✓

- A promotion should communicate the benefits of the product to customers. ✓
- It refers to how the business is going to make its target market aware of its product or service ✓
- The proposed business must include details about its promotion policy.✓
- The promotion policy must describe how sales of products will be promoted. ✓
- It outlines the following methods of advertisements:
    - advertising through the radio, magazines, press, television, and so on. ✓
    - special offers✓
    - trial products such as free sample for testing✓
    - free gifts✓
    - direct mailing✓
    - online marketing ✓
    - social media✓
    - public relations✓
    - brand awareness. ✓
    - Submax 2 marks

People ✓

- This refers to employees, management, directors, and shareholders./ All people involved in selling the products. ✓
- The business plan must include detailed information of people that will be involved in the proposed business. ✓
- They can offer the business their knowledge, skills, and attitudes. ✓
- Submax 2 marks

Process ✓

- Refers to processes that are designed and implemented to ensure a pleasant shopping experience. ✓
- Describes how the marketing and sales processes are carried out. ✓
- The process of giving service and the behaviour of those delivering the service are important for customer approval of staff, and to keep customers happy. ✓
- Submax 2 marks

Physical environment ✓

- Refers to the environment where goods and services are sold/service rendered. ✓
- It includes the appearance of the building and the uniforms of employees. ✓
- The physical environment must be appropriate and make the customer feel comfortable. ✓
- Clean and functional facilities attract and retain customers. ✓
- Well decorated reception areas also helps to reassure customers that the business offers the best services and values their customers. ✓
- Submax 2 marks

DISCUSS THE FOLLOWING ELEMENTS OF THE FINANCIAL PLAN

BREAK EVEN

- A point at which profits✓ are equal to expenses. ✓
- A business does not show✓ profit nor loss. ✓
- It shows how much the business sold to cover all expenses✓ before making a profit. ✓
- Submax 4 marks

BUDGETS

- A budget is an estimation of revenue✓ and expenses over a specified future period. ✓
- It helps the owner to control his/her spending of money ✓by comparing the actual income and expenditure. ✓
- Submax 4 marks

ADVISE BUSINESSES ON STRATEGIES TO OVERCOME COMPETITION

- A business should try sell quality products and services to gain an advantage over competitors ✓✓
- The business should offer after-sales services to assist customers ✓✓
- They should also charge reasonable prices so that customers are more likely to purchase from your business ✓✓
- They should conduct intensive marketing campaigns to spread awareness of the brand and products ✓✓
- The business should make use of creative advertising slogans that will attract customers ✓✓
- The business should make unique products that customers want to purchase ✓✓

- The business should provide attractive product displays that will ecourage customers to purchase ✓✓
- Submax 10 marks

CONCLUSION

- Businesses need to actively pursue creative thinking and problem solving in the workplace to help them overcome competition and gain a competitive advantage in the market. ✓✓
- Accept any relevant conclusion
- **Max 2 marks**

DETAILS	MAXIMUM	SUBTOTAL	TOTAL
Introduction		2	MAX 32
Importance of business plans	12	48	
Marketing Mix 7 Ps	14		
Elements of the financial plan	8		
Strategies to overcome competition	10		
Conclusion		2	
SUBTOTAL			
INSIGHT			
Layout			2
Analysis, interpretation			2
Synthesis			2
Originality			2
TOTAL			40

QUESTION 6: BUSINESS VENTURES

Management and subordinates must have a clear understanding of interpersonal relationships and factors that can influence it in the workplace. Teamwork benefits businesses in various ways. Businesses need to create an environment that enables teams to work effectively.

With reference to the statement above, write an essay on the following aspects:

- Elaborate on the meaning of interpersonal relationships in the workplace
- Explain the factors that can influence team relationships
- Discuss the benefits of teamwork for businesses
- Recommend ways in which businesses can create an environment that enables teams to work effectively

INTRODUCTION

- Sound interpersonal relations must be fostered between team members in the workplace. ✓
- Teamwork can be natural for some people, but some people can find it difficult to be a team player. ✓
- Effective teamwork is essential to achieve business success. ✓
- Businesses must be familiar with an environment that enables a team to work effectively. ✓
- Any other relevant introduction
- **Max 2 marks**

MEANING OF INTERPERSONAL RELATIONSHIPS IN THE WORKPLACE

- Interpersonal relationship in the workplace refers to a strong association✓ among individuals working together. ✓
- Interpersonal relationship in the workplace skills allow us✓ to share a special relationship among employees. ✓
- There is a relationship✓ of trust/openness/understanding and effective communication. ✓
- The degree of power and authority✓ that managers possess depend on the level of management. ✓
- Each individual plays a role✓ in achieving the business objectives. ✓
- Any other relevant answer
- **Max 10 marks**

FACTORS THAT CAN INFLUENCE TEAM RELATIONSHIPS

Prejudice✓✓

- Prejudice is a negative attitude a toward an individual✓ based on the membership in a particular social group. ✓
- Prejudice can lead to depression/anxiety/loss of self-control ✓leading to employees becoming hostile/absenteeism. ✓
- Any other relevant answer

Discrimination ✓✓

- Discrimination is negative action✓ toward an individual as a result of one's membership in a particular group. ✓ **[40]**

- Discrimination can lead to lower participation ✓ loss of knowledge of highly skilled workers ✓
- Any other relevant answer

Diversity ✓✓

- Diversity is the practice of including or involving people from a range of different social and ethnic backgrounds/ genders/sexual orientation. ✓
- A wider variety of skills and abilities associated with workplace diversity directly contributes to productivity/ increased production. ✓
- Any other relevant answer

Belief ✓✓

- Belief is a conviction that we generally accept to be true✓, without evidence or proof. ✓
- Beliefs are related✓ to culture and religion. ✓
- Beliefs influence our thoughts and attitudes✓and we must be aware of it✓
- Any other relevant answer

Equity ✓✓

- Equity in the workplace to respectful and dignified treatment ✓ of every person in the business. ✓
- Equity encourages diversity in decision✓ making /allows job satisfaction and employee engagement. ✓
- Any other relevant answer

BENEFITS OF TEAMWORK FOR THE BUSINESS

Teamwork improves effective communication ✓✓

- The members of the team learn from each other and grow. ✓
- The team achieve more than the individual. ✓
- Good teamwork helps business to achieve its objectives. ✓
- Gives employees more control over their jobs. ✓
- The performance of all team members improves because they support each other's skills. ✓
- Teamwork encourages workers to increase their range of skills to increase productivity. ✓
- Teamwork can create strong relationships among employees, which in turn leads to better communication within a team. ✓

Teamwork promotes healthy risk-taking ✓✓

- Working as a team allows team members to take more risks ✓ because they have the support of the team in case of failure. ✓

Teamwork promotes a wider sense of ownership ✓✓

- When teams work together to achieve business objectives✓ the employees feel connected to the company. ✓
- This builds loyalty✓ and job satisfaction. ✓
- Any other relevant answer

Teamwork promotes creativity and learning ✓✓

- Creativity thrives✓ when people work together as a team. ✓

- Brainstorming ideas✓as a team can create solutions. ✓
- Teamwork can maximise✓ shared learning. ✓
- Any other relevant answer

Teamwork promotes conflict resolution skills ✓✓

- Employees have unique viewpoints✓ and conflict can happen when working together. ✓
- When conflict arises in a team✓, members are forced to resolve the conflicts. ✓
- Any other relevant answer

Teamwork can advance an individual career ✓✓

- When working as part of a team✓ an individual can expand their skills.✓
- Any other relevant answer

Teamwork creates synergy ✓✓

- Synergy is when the combined effort of team members is much more✓ than the sum of each member's individual effort. ✓
- Any other relevant answer

WAYS IN WHICH BUSINESSES CAN CREATE AN ENVIRONMENT THAT ENABLES TEAMS TO WORK EFFECTIVELY

- Ensure the team clearly understands the objectives of the business. ✓✓
- Set ground rules for the team. ✓✓
- Establish team values and goals. ✓✓
- Consider each employee's ideas as valuable. ✓✓
- Be clear and specific when communicating to prevent confusion. ✓✓
- Encourage listening and brainstorming. ✓✓
- Encourage trust, respect, and cooperation among members of the team. ✓✓
- Encourage team members to share information and resources effectively. ✓✓
- Delegate problem-solving tasks to the team. ✓✓
- Establish a method for arriving at a consensus to prevent conflict. ✓✓
- Be aware of employees' unspoken feelings. ✓✓
- Any other relevant answer work effectively.
- **Max 12 marks**

CONCLUSION

- Teamwork is important to achieve business objectives. ✓✓
- The factors that influence team relationship must be correctly analysed to improve team performance. ✓✓
- Collaboration in a team will yield innovative solutions. ✓✓
- Great/efficient results can be achieved through teamwork, so it is important that a business creates an environment that enables teams to work effectively. ✓✓
- Any other relevant conclusion
- **Max 2 marks**

DETAILS	MAXIMUM	SUBTOTAL	TOTAL
Introduction		2	

Interpersonal Relationships	10	50	MAX 32
Factors that can influence	12		
Benefits of team work	12		
Wyas to create an environment that enables teamwork	12		
Conclusion		2	
SUBTOTAL			
INSIGHT			
Layout			2
Analysis, interpretation			2
Synthesis			2
Originality			2
TOTAL			40

TOTAL SECTION C: 40

GRAND TOTAL: 150