BERGVLIET HIGH SCHOOL

BUSINESS STUDIES GRADE 10

NOVEMBER EXAMS P2

MEMORANDUM

2025

MARKS:	**150**
TIME:	**2 HOURS**
EXAMINER:	**F. CHIRINDA**
MODERATOR:	**L. KRIEL, D. PETERS, J. MURPHY**

This MEMO consists of 18 pages

SECTION A: COMPULSORY

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Write down the question number (1.1.1 – 1.1.5), choose the correct answer and write the letter (A-D) next to the number on your answer sheet, e.g., 1.1.6 A

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

(5x2)(10)

1.2.1 PESTLE ✓✓
1.2.2. State owned companies ✓✓
1.2.3 Video conferencing ✓✓
1.2.4 Force field analysis ✓✓
1.2.5 Inclusivity ✓✓ (5x2)(10)

1.3.1 D ✓✓
1.3.2 E ✓✓
1.3.3. G ✓✓
1.3.4 H ✓✓
1.3.5 B ✓✓ (5x2)(10)

TOTAL 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, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page, et cetera.

QUESTION 2: BUSINESS VENTURES

2.1 List TWO types of co-operatives. (2)

- Housing co-operatives ✓
- Worker co-operatives ✓
- Social co-operatives ✓
- Agricultural co-operatives ✓
- Co-operative burial societies ✓
- Financial services co-operatives ✓
- Consumer co-operatives ✓
- Transport co-operatives✓
- Any other relevant answer related to the types of co-operatives
- Max 2 marks

2.2 Elaborate on the meaning of business opportunities. (2)

- A business opportunity is a chance for a person to start a business✓, in order to generate income. ✓
- A business opportunity can also be described as a chance ✓of improving the current operations of the business which can contribute to greater profitability. ✓
- Entrepreneurs should be constantly on the lookout✓ for new business opportunities to be competitive. ✓
- Any other relevant answer
- Max 2 marks

2.3 Differentiate between internal market research and external market research. (4)

INTERNAL MARKET RESEARCH	EXTERNAL MARKET RESEARCH
• Internal market research is market research usually conducted ✓by a person within the company. ✓	• External market research is market research usually conducted ✓by a outside specialist. ✓
• Employees are familiar with both customers and products ✓which means they are uniquely capable of generating new ideas and how to market it. ✓	• The feedback is obtained ✓from customers, potential customers and suppliers. ✓
• Different resources within the business are used✓ to • gather information to market informed decisions. ✓	• Information about the target market, environment, customers' needs ✓and desires are be obtained. ✓
• Internal market research focuses on the factors ✓within the business. ✓	• External market research focuses on the interaction ✓between the business and the customers. ✓
• Any other relevant answer	• Any other relevant answer
Submax 2 marks	Submax 2 marks

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

SAMKELISIWE SOLAR SPECIALIST (SSS)

Samkelisiwe Solar Specialist is a business that installs solar panels. SSS suffered a financial loss during the stage five hard lockdown in 2020 but did not give up on their business. SSS has considered researching to assess the needs of the market in 2025 .

2.4.1 Discuss the importance of assessing needs and desires in identifying a business opportunity. (6)

- Needs and desires are the keys✓ to successful business opportunities. ✓
- The success of a business opportunity✓ depends on the awareness and fulfilment of target market. ✓
- Businesses should create a desire for their product✓ through well-designed advertising and marketing campaigns. ✓
- Needs and desires create✓ a guarentee for a market. ✓
- Every need and every desire✓ are a possible business opportunity. ✓
- If you see a need that is not met, ✓ you have a guarenteed 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. ✓

– Any other relevant answer related to the importance of assessing needs and desires in identifying a business opportunity.

2.4.2 Outline the ethical elements for conducting research. (6)

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

2.5 Discuss the characteristics of a sole trader as a form of ownership. (6)

- There are no legal requirements✓ regarding the name of the business. ✓
- Legally, the sole trader and his/her business✓ are not separate entities. ✓
- A sole trader business may be started without performing✓ any legal formalities/registration. ✓
- There may be some persons to help him/her✓ but ultimate control lies with the owner. ✓
- The owner has a personal interest ✓in the management and the services that is rendered. ✓
- A sole trade has unlimited liability for debts✓ of the business/the owner is responsible for all losses arising from the business. ✓
- The business is dissolved if the owner dies✓, becomes insolvent or is removed from the scene. ✓
- Since all decisions are to be taken by the owner✓, the area of the business will be limited with to his/her management abilities. ✓
- The owner provides capital✓ from his/her saving/borrow money from the bank. ✓
- Profit is added✓ to the rest of the owner's taxable income. ✓
- Accept any other relevant answer
- Max 6 marks

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

NOMVELO NATIONAL RETAILERS (CNR)

Nomvelo National Retailers uses diagrams in their presentations. Diagrams play an important role in statistical data presentation. They also help to attract the audience's interest during the presentation. NNR received positive feedback from stakeholders after the presentation.

2.6.1 Quote TWO ways in which the importance of diagrams is illustrated by CNR. (2)

- Diagrams play an important role in statistical data presentation. ✓
- They also help to attract the audience's interest during the presentation. ✓
- Max 2 marks

2.6.2 The discuss the importance of diagrams other than those mentioned in the above scenario. (6)

- Diagrammatic data presentation allows✓ understanding of data in an easier manner. ✓
- It helps illustrate points✓ to the reader/audience more easily and effectively. ✓
- It engages the audience✓ with the presentation, making them remember it afterwards. ✓

- Diagrams are interesting✓, relevant and supports the presentation. ✓
- Visual aids will effectively help✓ convey the message. ✓
- It helps to solidify the message✓ and provides a point of reference for the mind. ✓
- Any other relevant answer
- Max 6 marks

2.7 Advise businesses on the strategies to overcome competition in the market. (6)

- Sell quality products and services. ✓✓
- Offer after-sales services. ✓✓
- Charge reasonable prices. ✓✓
- Conduct intensive marketing campaigns. ✓✓
- Make use of creative advertising slogans. ✓✓
- Make your product unique. ✓✓
- Provide attractive product displays. ✓✓
- Any other relevant answer
- Max 6 marks

[40]

QUESTION 3: BUSINESS ROLES.

3.1 Name any THREE steps in the problem-solving. (3)

- Identify the problem ✓
- Define the problem ✓
- Formulate a strategy ✓
- Implement the strategy ✓
- Allocate resources ✓
- Monitor problem solving ✓
- Evaluate the problem solving process ✓
- Max 3 marks

3.2 Distinguish between decision-making and problem-solving. (4)

DECISION MAKING	PROBLEM SOLVING
• Decision making is the process of making a choice✓ from a number of alternatives. ✓	• Problem solving is the process✓ of finding a solution to a problem. ✓
• Various alternatives are considered✓ before deciding on the best one. ✓	• Alternative solutions are identified✓ and evaluated. ✓
• It is part of the problem solving process ✓where a solution is chosen. ✓	• It involves analysing the problem✓ to identify solutions. ✓
• Decisions are usually made✓by one person. ✓	• Problem solving usually involves✓ a group /team. ✓
• Any other relevant answer	• Any other relevant answer
Submax 2 marks	Submax 2 marks

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

GRILLENZONI SOFTWARE DEVELOPERS (GSD)

Grillenzoni Software Developers has raised extensive awareness of the negative effects of piracy. GSD registered their software name with CIPC to protect their product from piracy.

3.3.1 Identify the method of dealing with piracy applied by GSD. Motivate your answer by quoting from the scenario. (2)
Use the table below as a GUIDE to answer QUESTION 3.3.1.

METHOD	MOTIVATION
Trademark ✓✓	• Grillenzoni Software Developers has raised extensive awareness of the negative effects of piracy. ✓ • Software product keys are installed on all products of GSD to decrease end-user piracy. ✓

3.3.2 Explain other TWO methods of dealing with piracy (6)

- **Copyright** ✓✓
- Businesses can sue someone who infringes the copyright. ✓
- They can also sue someone who sells or distributes work that they knew were infringements of copyright. ✓
- Businesses can take legal action against people who copy their products. ✓
- Any other relevant answer
- Submax 3 marks

- **Patent** ✓✓
- Businesses can take out a patent for new inventions and include a sample of their invention with application. ✓
- Businesses must register a patent with the patents office in South Africa. ✓
- The invention must comply with the Patent Act No. 57 of 1978. ✓
- A patent prevents other businesses/people from producing or selling the same product/specific service. ✓
- They can bring legal proceedings against anyone who uses their invention. ✓
- Any other relevant answer
- Submax 3 marks

3.4 Explain how businesses can apply the Nominal Group Technique to solve business problems. (6)

- Management team can apply✓ it to identify problems and generate solutions. ✓
- Team is divided into smaller groups✓ seated around a table. ✓
- Problem(s) should be clearly defined✓ to the groups. ✓
- Each team member will silently brainstorms✓ as many ideas as possible and write it down. ✓
- Each team member gives one✓ of their solutions/ideas with a short explanation. ✓
- Someone writes down these ideas✓ on a big sheet of paper. ✓
- No-one is allowed to criticise✓, but participants may ask questions to understand the suggested solution more clearly. ✓
- Duplicated ideas✓ are then eliminated. ✓
- Individuals anonymously✓ rank suggestions from 1 upwards. ✓
- Ratings are captured✓ and points are totalled. ✓

- Solutions may also be chosen✓ by voting to determine the best idea(s). ✓
- Each group presents the solution✓ with the highest votes in their particular group. ✓
- Any other relevant answer
- Max 6 marks

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

VISSER PROPERTY RENTALS (VPR)

The CEO of Visser Property Rentals (VPR) is in the process of reviewing the salary packages of employees. VPR has always set clearly defined goals for all team members to know exactly what should be accomplished. A culture exists at VPR where there are open discussions that lead to effective solutions for existing problems.

3.5.1 Identify TWO criteria for successful team performance applied by VPR. Motivate your answer by quoting from the scenario above. (6)
Use the table below as a GUIDE to answering QUESTION 3.5.1.

CRITERIA	MOTIVATION
1. Collaboration ✓✓	• VPR have always set clearly defined goals in order for all team members to know exactly what should be accomplished. ✓
2. Communication ✓✓	• A culture exists at VPR where there are open discussions that lead to effective solutions for existing problems. ✓

3.5.2 Discuss TWO other criteria for a successful team performance that could be applied by VPR as a business. (6)

- **Interpersonal attitudes and behaviour** ✓✓
- Members have a positive attitude of support and motivation towards each other. ✓
- Good interpersonal relationships will ensure job satisfaction/ increase productivity of the team. ✓
- Members are committed towards achieving a common goal. □
- Team leader acknowledges/gives credit to members for positive contributions. ✓
- Any other relevant answer
- Submax 3 marks

- **Shared values**✓✓
- Shows loyalty ,respect and trust towards team members despite differences. ✓
- Shows respect for the knowledge/skills of other members. ✓
- Perform team tasks with integrity/pursuing responsibility/meeting team deadlines with necessary commitment to team goals. ✓
- Any other relevant answer
- Submax 3 marks

3.6 Recommend how businesses can use creative thinking to generate entrepreneurial opportunities. (6)

- Design environments that stimulate creative thinking. ✓✓
- Encourage staff to come up with new ideas and solutions. ✓✓
- Encourage alternative ways of doing things. ✓✓

- Respond enthusiastically to all ideas and never let anyone feel less important. ✓✓
- Make time for brainstorming sessions to generate new ideas, e.g. regular workshops. ✓✓
- Place suggestion boxes around the workplace and keep communication channels open for new ideas. ✓✓
- Train staff in innovative techniques, creative problem-solving skills, mind-mapping and lateral thinking. ✓✓
- Emphasise the importance of creative thinking to ensure that all staff know that management want to hear their ideas. ✓✓
- Encourage job swops within the organisation and study how other businesses are doing things. ✓✓
- Indigenous knowledge is regarded as a valuable resource when solving problems or identifying opportunities. ✓✓
- Any other relevant answer
- Max 6 marks

[40]

QUESTION 4: MISCELLANEOUS

BUSINESS VENTURES

4.1 Identify the component of the SWOT Analysis applicable to Mahlangu Dealers (MD) in EACH statement below.

4.1.1 A new competitor is offering discounts on all items in their store.
- Threat ✓✓

4.1.2 Sound financial planning is not evident at MD.
- Weakness ✓✓

4.1.3 MD understands the needs of its customers.
- Strength ✓✓

(6)

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

MARCO FRANK PAINTERS (MFP)
Marco Frank would like to expand his business with his friend Levi. He believes they will be good in business together. Marco does not want to create a big company just yet, as he is nervous about expanding his business too quickly. He is considering other business options.

4.2.1 Name the new form of ownership considered by MFP from the scenario above.
- Partnership ✓✓ (2)

4.2.2 Explain THREE characteristics of the form of ownership named in QUESTION 4.2.1 above. (6)

- There should be at least a minimum of two people✓ in a partnership. ✓
- The partnership agreement ✓becomes the basis of the association between the partners. ✓
- Partners combine capital ✓and may also borrow capital from financial institutions. ✓
- They share the profit ✓according to the partnership agreement. ✓

- Partners share responsibilities ✓and they are all involved in making business decisions. ✓
- Every partner in the business has unlimited liability✓ and are jointly and severally liable for the debts of the business. ✓
- There are no legal requirements✓ regarding the name of the business. ✓
- Partners share profits made ✓and they are therefore motivated to work harder. ✓
- The partnership has no legal personality✓ and therefore has no continuity. ✓
- The partnership does not pay income tax, ✓ only the partners in their personal capacities. ✓
- Auditing ✓of financial statements is optional. ✓
- Max 6 marks

4.3 . Outline factors that should be considered when choosing a form of ownership. (6)

- The start-up cost and the future capital should be considered. ✓✓
- The size and nature of the business. ✓✓
- The future owners should consider the tax law. ✓✓
- The way in which the business is controlled and managed/ Management. ✓✓
- Consider the risk involved✓✓.
- How is capital is going to be contributed✓✓
- How profits and losses will be shared. ✓✓
- Who is responsible for any debts made by the business/liability✓✓
- The life span of the business/continuity. ✓✓
- The vulnerability of the business in terms of lawsuits/legal person. ✓✓
- Any other relevant answer related to the factors to be considered when choosing a form of ownership.

- Mark first 2 answers only
- Max 4 marks

BUSINESS ROLES

4.4 Outline the benefits of creative thinking in the workplace. (4)

- 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 which improves the general standard of living. ✓✓
- Management and employees may keep up with fast changing technology. ✓✓
- Any other relevant answer
- Submax 4 marks

4.5 Discuss how businesses can apply Delphi Technique as a problem-solving technique. (4)

- Businesses must invite a panel of experts ✓to solve a complex problem. ✓
- Experts do not have to be in one place✓ and will be contacted individually. ✓
- Design a questionnaire consisting of questions on how to solve the problem ✓and distribute it to the panel members/experts. ✓
- Request the panel to individually ✓respond to the questionnaire✓/suggest solutions to the problem ✓and return it to the business. ✓

- Summarise the responses from the experts✓ in a feedback report. ✓
- Send the feedback report and a second set of questions/questionnaire✓ based on the feedback report to the panel members. ✓
- Request panel members to provide further input/ideas✓ on how to solve the problem after they have studied the results/documentation. ✓
- Distribute a third questionnaire✓ based on previous feedback from the second round. ✓
- Prepare a final summary/feedback report ✓with all the methods to solve the problem. ✓
- The business should choose the best solution/proposal✓ after reaching consensus. ✓

  Any relevant answer related to the application of the delphi technique. Max 4 marks

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

RUSSON ENGINEERING OPERATIONS (REO)

Russon Engineering Operations (REO) is involved in various social responsibility initiatives. A donation of R2 000 000 was provided to a local charity by REO. REO makes a concerted effort to reduce its carbon footprint. Neo is concerned about the high rate of HIV/Aids infection in the community.

4.6.1 Quote TWO examples of social responsibility applied by REO. (2)

- A donation of R2 000 000 was provided to a local charity by REO. ✓
- REO makes a concerted effort to reduce its carbon footprint. ✓

4.6.2 Explain initiatives business can take to address HIV/Aids. (2)

- Conduct regular workshops ✓and information on the effects of HIV/Aids with employees ✓
- Initiate and develop counselling programmes✓ for affected persons ✓
- Develop strategies ✓to deal with issues around the stigma and discrimination of affected people ✓
- Offer voluntary HIV/Aids testing and counselling✓ in the workplace ✓
- Encourage employees✓ to join HIV/Aids support groups ✓
- Roll out or support HIV/Aids prevention programmes✓ in the community ✓
- Encourage and support the roll out of antiretroviral treatment programmes✓ for infected employees ✓
- Support non-governmental and community-based organisations✓ who work with infected people in communities. ✓
- Max 2 marks

4.7 Recommend initiatives businesses can take to address the following socio-economic issues: (8)

4.7.1 crime

- Participate in community policing forums. ✓✓
- Offer employment. ✓✓
- Get involved in sustainable projects within the local community. ✓✓
- Sponsor special sports programmes by providing finance (prize money) for special community events. ✓✓
- Adopt a school by providing for most of its needs. ✓✓

Max 4 marks

Any other relevant answer related to initiatives businesses can take to address crime

4.7.2 inequality and poverty

- Support poverty alleviation programmes that are offered by the government. ✓✓
- Donate money/food parcels to local NGOs. ✓✓

- Invest in young startup businesses that may be a competitor, buyer or supplier. ✓✓
- Organise and encourage entrepreneurial programmes for startups. ✓✓
- Offer volunteering programs. ✓✓
- Provide bursaries to matriculants for furthering their studies. ✓✓
- Offer learnerships/apprenticeships for scarce skills. ✓✓
- Develop employees' skills. ✓✓

Any other relevant answer related to initiatives businesses can take to address inequality and poverty
Max 4 marks **[40]**

TOTAL SECTION B: [80]

SECTION C

Answer **ANY ONE** question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH question must start on a NEW page, for example QUESTION 5 on a NEW page, QUESTION 6 on a NEW page, et cetera.

QUESTION 5: BUSINESS VENTURES

SATSUMA SALES ENTERPRISES (SSE)
Satsuma Sales Enterprises added a new product to their range. Mr Hermanus, the CEO of the company, was requested to compile a flyer and do a presentation of their new product to various stakeholders. Even though he used different visual aids he could not respond to questions and answer in a professional manner. Mr Hermanus is expected to write a report on his presentation.

Write an essay in which you include the following aspects:

- Outline FOUR types of visual aids
- Discuss factors that must be considered when designing a presentation
- Explain the steps that must be followed when writing a report
- Analyse the impact of visual aids **[40]**

INTRODUCTION

- Business managers need to present information about their business to stakeholders. ✓
- Visual aids combine pictures and sound that will enhance the quality of the presentation. ✓
- Visual aids can help to convey a large amount of facts in a short time. ✓
- A flyer is a leaflet seldom in colour that it is used by Satsuma Sales Enterprises to advertise services and products. ✓
- The purpose of a verbal presentation is to exchange information between the presenter and the audience. ✓
- Any other relevant introduction
- Max 2 marks (2x1)

TYPES OF VISUAL AIDES

- A table is a data structure that organises information into rows and columns. ✓✓
- A bar graph shows data using rectangular bars used to compare data between distinct categories. ✓✓
- A line graph consists of points and lines showing the relation between the points. ✓✓
- A pie chart is used to show the relationship between parts or percentages of a whole. ✓✓
- Flow charts are simple diagrams that clearly show what happens at each stage and how it affects other decisions and actions. ✓✓
- Illustrations are pictures or images to clarify texts and to enhance brand messaging ✓✓
- Max 6 marks
- Must explain the visual aid for 2 marks, otherwise only 1 mark for naming

FACTORS TO CONSIDER WHEN DESIGNING A PRESENTATION

- starting with the text✓ and headings ✓
- using legible font✓ and font size ✓
- selecting a suitable background✓ that would not distract from the content ✓
- choosing images that may help to communicate ✓the message✓
- including graphics and images ✓related to the content ✓
- adding special effects✓ to support the message ✓
- creating hyperlinks✓ to allow quick access to other files ✓
- keeping images and graphics✓ simple ✓
- making sure there are no grammatical✓ or spelling errors ✓
- using bright colours✓ to increase visibility ✓
- structuring information ✓in a logical sequence✓
- limiting the information✓ on each slide. ✓
- Max 14 Marks

STEPS IN REPORT WRITING

- Determine the scope ✓of the report. ✓
- Determine the target audience✓ of the report. ✓
- Determine how the report✓ should be presented. ✓
- Collect the necessary✓ information. ✓
- Prepare an overview ✓of what the audience to know and details that should be included in the report. ✓
- Write concisely/briefly ✓and only include important information. ✓
- Use regular/basic language ✓ and simple grammar and clear short sentences. ✓
- Use accurate/meaningful visual aids✓ such as tables, graphs, drawings etc. ✓
- Spend time revising the report ✓and correct spelling mistakes and grammatical errors. ✓
- Get someone to look at the report✓ and to make suggestions for improvement. ✓
- Max 14 marks

ANALYSE THE IMPACT OF VISUAL AIDS
Advantages

- graphical representation of information ✓helps with understanding and

identifying patterns and trends in data. ✓
- It enables quick analysis of large amounts of data ✓at one time and assists in making predictions and informed decisions. ✓
- A lot of information can be displayed✓ in an easy-to-understand format.
- Graphs do not require much✓ explanation. ✓
- Visual aids simplify the presentation ✓when using complex information. ✓✓

Disadvantages
- Too many diagrams and graphs✓ can be confusing to the audience. ✓
- Information can easily be manipulated, ✓causing false interpretations. ✓
- It may distract the audience from the speech ✓as they pay more attention to the visual aids. ✓
- Preparation of graphs and diagrams✓ is time-consuming. ✓
- Max 12 Marks

CONCLUSION
- A well-prepared presentation creates a good impression and will attract potential investors. ✓✓
- A good presentation promotes the image of the business/ owner/management. ✓✓
- Being professional during a presentation/feedback/questions session should contribute to the success of the presentation. ✓✓
- Max 2 Marks

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Types of visual aids	8	
Factors to consider when designing a presentation	14	
Steps in report writing	14	
Impact of visual aids	12	
Conclusion	2	
INSIGHT		8
Layout	2	
Analysis, interpretation	2	
Synthesis	2	
Originality, examples	2	
TOTAL MARKS		40

QUESTION 6: BUSINESS ROLES

The success of a business depends on how teams can work together successfully despite influences that can affect team relations. Businesses can use criteria to assess successful team performance.

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

- Explain the benefits of a good team
- Discuss factors that can influence team relations
- Advise businesses on the following criteria for successful team performance:
    - Clear objective and agreed goals
    - Mutual respect, support, trust
    - Openness
    - Interpersonal attitudes and behaviour
- Suggest ways in which a business can create an environment that enables teams to work effectively

INTRODUCTION

- Most enterprises have realised the importance of team building exercises in order for the business to have a competitive edge in the marketplace ✓
- Teamwork is essential if the organisation wants to achieve its goals and objectives✓
- Any other relevant answer
- Submax 2 marks

BENEFITS OF GOOD TEAMWORK

- Loyalty to the organisation by workers✓ is increased✓
- Workers learn to respect ✓and trust each other✓
- Team members are involved ✓in the decision making within the organisation ✓
- Teamwork leads to improved unity ✓within the organisation ✓
- Good teamwork helps businesses✓ to achieve their objectives, to grow and to be more productive✓
- People work more productively✓ as a team ✓
- Workers are motivated✓ through learning from other team member ✓
- Submax 12 marks

FACTORS THAT CAN INLFUENCE TEAM RELATIONS

Prejudice ✓✓

- Forming an opinion of a team member ✓before considering all facts ✓
- The inflexible and irrational attitudes✓ and opinions held by members of one group about another ✓
- Disliking a team member✓ without any concrete reason ✓
- Submax 4 marks

Discrimination ✓✓

- The unjust behaviour ✓ or reatment directed against another team or group member✓
- Discrimination in the workplace, amongst team members ✓ can take please in the form of sex, gender, disability etc ✓
- Act of discrimination in the workplace ✓can lead to disciplinary or labour actions✓
- Submax 4 marks

EQUITY ✓✓

- Sharing of roles and responsibilities equally ✓amongst team members✓
- Treating ✓each other fairly and equally in a team ✓
- Considering each team members values, beliefs and religion✓ in decision making ✓
- Submax 4 marks

DIVERSITY ✓✓

- Key characteristics of work place diversity ✓include race, gender, ethnicity, age, religion, ability and sexual orientation ✓
- Different races must be equally represented ✓according to population demographics ✓
- Team members that embrace diversity can broaden their skills ✓ and become more competitive and innovative in the workplace✓
- Submax 4 marks

INCLUSIVITY ✓✓

- All team members receive equal opportunities ✓and equal treatment ✓
- No team members are discriminated against ✓owing to factors such as race, gender, age, etc ✓
- Submax 4 marks

CRITERIA FOR SUCCESSFUL TEAM PERFORMANCE

Clear objectives and agreed goals

- Team members must agree on goals and set clear objectives. ✓✓
- Team members who agree to the goals will be more committed. ✓✓
- Team members will show more commitment if the objectives are understood clearly. ✓✓
- Teams need to focus on the agreed goals essential for success
- Team members should knoow what they want to achieve. ✓✓
- Clear goals for direction. ✓✓ Submax 4 marks

Communication

- A clear set of processes and procedures for teamwork ensures that every team member understands their role. ✓✓
- Efficient communication between team members may result in quick decisions. ✓✓
- Quality feedback improves the morale of the team. ✓✓
- Open discussions lead to effective solutions of problems. ✓✓
- Continuous review of team progress ensures that team members can rectify mistakes and can act pro-actively to ensure that goals are reached. ✓✓Submax 4 marks

Co-operation/Collaboration

- Clearly defined realistic goals are set, so that all members know exactly what is to be accomplished. ✓✓
- All members take part in decision making ✓✓
- Willingness to co-operate as a unit to achieve team objectives. ✓✓
- Co-operate with management to achieve team/business objectives. ✓✓
- Agree on methods to get the job done effectively without wasting time on conflict resolution. ✓✓ Submax 4 marks

Interpersonal attitudes and behaviour

- Members should have a positive attitude of support and motivation towards each other ✓✓
- Sound interpersonal relationships will ensure job satisfaction ✓✓
- Members are committed and enthusiastic towards achieving common goals and objectives ✓✓
- Team leaders give credit to members for positive contributions. ✓✓
- Submax 4 marks

Shared values and mutual respect

• Shows respect for the knowledge or skills of other members. ✓✓
• Perform team tasks with integrity meeting team deadlines with necessary commitment to team goals. ✓✓
• Shows loyalty ,respect and trust towards team members despite differences. ✓✓
• Shows respect for the knowledge/skills of other members. ✓✓
• Perform team tasks with integrity/pursuing responsibility/meeting team✓✓ deadlines with necessary commitment to team goals. ✓✓

- Submax 4 marks
- Accept any other relevant answer

WAYS BUSINESSES CAN CREATE AN EVIRONMENT THAT ENABLES TEAMS TO WORK EFFECTIVELY

- 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 though a process of teamwork. ✓✓
- Good teamwork needs to be rewarded and mistakes must be viewed as opportunities to gain experience 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. ✓✓
- Be aware of employees unspoken feelings. ✓✓

Any other relevant answer related to ways in which businesses can create an environment that enables teams to work effectively.

- Submax 10 marks

CONCLUSION

- The organisation must continually strive to improve on its team building exercises to remain competitive in the marketplace ✓✓
- Businesses should continuously assess team performance using various criteria to improve or enhance the team success ✓✓
- Any other relevant higher order conclusion
- Max 2 marks

DETAILS	MAXIMUM	TOTAL
Introduction	2	Max 32
Benefits of teamwork	12	
Factors that can influence teams	16	
Criteria for successful team performance	16	
Environments to enable team work	10	
Conclusion	2	
INSIGHT		8
Layout	2	
Analysis, interpretation	2	
Synthesis	2	
Originality, examples	2	
TOTAL MARKS		40

TOTAL SECTION C: [40]

GRAND TOTAL: [150]