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SECONDARY SCHOOL IMPROVEMENT PROGRAMME (SSIP) 2016



GAUTENG PROVINCE

EDUCATION

REPUBLIC OF SOUTH AFRICA

GRADE 12

JUNE/JULY HOLIDAY TEST

SUBJECT: BUSINESS STUDIES

TIME LIMIT: 20 minutes

TOTAL MARKS: 40

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Various 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 ONE of the significant advantages of teamwork is that it...
- A achieves greater output through synergy.
 - B is time-consuming and costly.
 - C requires technology for success.
 - D encourages individualism.
- 1.2 Which ONE of the following actions aims at promoting human health?
- A Irregular testing of drinking water
 - B Avoiding issues related to hygiene
 - C Disposing of medical waste close to residential areas
 - D Complying with environmental legislation
- 1.3 Workers with low morale can be inspired by the insight and personality of ... leaders.
- A Transactional
 - B Democratic
 - C Laissez-Faire/Free Reign
 - D Charismatic
- 1.4 This theory defines team roles in terms of the contributions/products each member brings to the team.
- A Margerison-McCann Management System
 - B MTR-I approach
 - C Jungian theory
 - D Belbin Role theory
- 1.5 Which one of the following statements does not best describe management.?
- A Communicates through management functions, .e.g. line function
 - B Focuses on the bottom line./short/ medium/long term
 - C Guides/Leads people. to become active participants
 - D Enforce rules on subordinates./Ensure that tasks are completed
- 1.6 Social rights include the right to...
- A free and compulsory primary education
 - B healthy occupational and environment
 - C equal enjoyment of adequate protection in the event of unemployment
 - D joins and forms trade unions
- 1.7 Which one of the following statements does not include issues of equality, respect and dignity include...
- A treating all employees equally
 - B developing equity programmes
 - C treating employees as equals regardless of status
 - D promoting inclusivity when dealing with different cultures

- 1.8 The stages of team development include...
- A forming and norming
 - B performing and collaboration
 - C norming and conflict
 - E storming and accountability
- 1.9 Which one of the following statements does not form part of the grievance procedure.
- A The employee states his problem to his supervisor
 - B The matter is referred to CCMA
 - C Further investigation by next management level
 - D Approaching the supervisor after referring the matter to CCMA
- 1.10 Small groups of employees who voluntary meet on a regular basis to discuss problems relating to quality...
- A Quality circles
 - B MBO strategies
 - C Group consensus
 - D Group synergy
- 1.11 One of the advantages of the CSI projects for the business is...
- A promoting public interest
 - B provision of bursaries
 - C Better educational facilities are established in poor communities.
 - D promoting teamwork amongst employees
- 1.12 Addressing language as a diversity issue means that business should...
- A ensure that all employees must speak English in the workplace
 - B employing an interpreter so that everyone can fully understand what is being said in a meeting
 - C only employing workers that can speak English
 - D teaching workers English in the workplace
- 1.13 Which one of the following statement does not form part of human rights in the workplace...?
- A Freedom of thought and religion
 - B Right to equal pay regardless of amount of work done
 - C Freedom of association
 - D Right to information
- 1.14 The business has control over the...environment
- A micro & market
 - B macro
 - C market
 - D micro

- 1.15 The theories of leadership and management include...
- A Transactional and democratic
 - B Bureaucratic and autocratic
 - C Charismatic and transformational
 - D Leaders and followers
- 1.16 Producing products and services at the lowest possible cost is the example of...function
- A marketing
 - B production
 - C purchasing
 - D financial
- 1.17 Continuous improvement to systems and processes means...
- A customers will be satisfied if products and services meet their needs
 - B employees need to understand the operating system
 - C effective meetings should be encouraged at all times
 - D there should be enough funds available for proper quality management
- 1.18 Reducing the cost of quality means ...
- A Schedule activities to eliminate duplication of tasks/activities
 - B suggest solutions to top management
 - C facts should be measurable/based on observation and experiments
 - D funds should be available for regular internal/external testing of products
- 1.19 Staying in control and emphasising on the importance of making a decision can be a strategy to deal with...personality
- A complainer
 - B expert
 - C aggressive
 - D indecisive
- 1.20 The total performance of each department measured against the specified standards is an example of...
- A quality control
 - B quality assurance
 - C quality performance
 - D quality management system

TOTAL: (40)