Western Cape Government

Western Cape Education Department

Directorate: Curriculum FET

BUSINESS STUDIES

REVISION BOOKLET

2025 TERM 2

Grade 11

POSSIBLE SOLUTIONS

1.4 Ways in which a business can create an environment that stimulate and promote creative thinking

Fill in the missing word/s

	Statement	Answer
1	Emphasise the importance of … and ensure that all staff know that management want to hear their ideas.	creative thinking
2	Encourage staff to come up with … ideas.	new
3	Make time for … sessions to generate new ideas, e.g., regular workshops	brainstorming
4	Place suggestion boxes around the workplace and keep … channels open for new ideas.	communication
5	Train staff in innovative … and lateral thinking.	techniques
6	Encourage job … within the organisation and other businesses	swops
7	Encourage … ways of working	alternative
8	Respond … to all ideas and never let anyone feel less important.	enthusiastically

1.5 Advantages/benefits of creative thinking in the workplace

Fill in the missing word/s

	Statements	Answer
1	Better … are generated.	ideas
2	May give the business a … advantage if unique strategies are implemented.	competitive
3	Complex business … may be solved.	problems
4	Productivity increases as management or employees may quickly generate … ideas	multiple
5	Managers and employees have more … as they can live up to their full potential.	confidence
6	Managers will be better … as they will be able to manage change(s) positively and creatively.	leaders
7	Managers and employees may … a completely new outlook, which may be applied to any task(s) they may do.	develop
8	Leads to more positive … as managers and employees feel that they have contributed towards problem solving.	attitudes

1.7 Types of Problem-solving techniques

1. Delphi Technique	2. Force Field Analysis techniques

Indicate which of the following statements refers to the Delphi Technique or Force Field Analysis Technique

	Statements	Answer
1	Structured way of looking at the <u>pros</u> (advantages) and <u>cons</u> (disadvantages) as a plan for change.	force field analysis
2	Used to solve new and complex problems.	Delphi
3	Uses an expert panel who never meets face-to-face.	Delphi
4	Effective when implementing change management.	force field analysis
5	Used for decision making.	force field analysis
6	This encourages creative problem solving without the disadvantage of group meetings.	Delphi

1.8 Application of the Delphi Technique

Fill in the missing word/s

	Statement	Answer/s
1	Businesses must invite a panel of … to research the complaints from customers.	experts
2	Experts do not have to be in one … and will be contacted individually.	place
3	Design a … consisting of questions on how to improve the quality of their products and distribute it to the panel members/experts.	questionnaire
4	Request the panel to … respond to the questionnaire/suggest improvements to the products and return it to the business	individually
5	Summarise the … from the experts in a feedback report.	responses
6	Send the report and a second set of questions/questionnaire based on the … report to the panel members.	feedback

1.9 Application of the Force Field Analysis

Fill in the missing word/s

	Statements/s	Answers
1	Describe the current … and the desired situation.	situation/problem
2	List all driving/pros and restraining/cons forces that will.. and resist change.	support
3	Allocate a … to each force using a numerical scale, where 1 is weak and 5 is strong.	score
4	Weigh up the positives and negatives then decide if the project is viable.	decide
5	Choose the force with the highest score as the …	solution
6	If the project is…, find ways to increase the forces for change.	viable
7	Identify … and develop an action plan	priorities

1.10 Advantages of working with others to solve problems

	Statement/s	Answer/s
1	Difficult to be creative and … on your own.	Innovative
2	It helps if you can bounce … off others and get their opinion on a matter.	ideas
3	Hearing other people expressing ideas often … more ideas in your own mind	triggers
4	Working in groups, is a good way to … ideas.	generate
5	With a group of people, the total experience and … increases.	knowledge
6	This allows the group to view … from a different perspective.	problems

1. STRESS, CRISIS & CHANGE MANGEMENT

2.2 Causes of stress in the business environment

1. Workload	2. Organisational culture	3. Role within the organisation
4. Participation & Management	5. Work content	6. Working hours

Match the causes of stress listed above with the statements below:

	Causes of Stress	Statements
1	**Work content**	• Lack of variety • Unpleasant tasks • Dangerous tasks
2	**Workload**	• To have too much or too little to do • To work under time pressure
3	**Working hours**	• Strict work schedules • Long hours to work alone • Unpredictable working hours
4	**Participation & Management**	• Lack of participation in decision making • Lack of control
5	**Role within the organisation**	• Unclear role in the organogram • Contradictory roles in the same work • Responsibility for people
6	**Organisational culture**	• Poor communication • Poor leadership • Lack of clarity on business goals

2.3 Importance of stress management in the workplace

Fill in the missing words:

	Statements	Answer/s
	Reduced staff … and intention to leave, so improving retention.	Turnover
	Better… management.	Absence
	Fewer days … to sickness and absenteeism.	Lost
	Fewer … at work	accidents
	Improved … of work.	Quality
	Improved organizational … and reputation.	Image
	Better … understanding and tolerance of others experiencing problems.	Staff

2.4 Ways for employees to manage stress

Fill in the missing words:

	Statements	Answer/s
1	Be aware of your … that are fulfilling and rewarding	needs/wants.
2	Predict stressful … and make changes where possible.	Situations
3	Manage your … effectively	time
4	Avoid … with co-workers in the workplace	conflict
5	Get enough … to allow your body to relax	sleep
6	Find a relaxation … that works for you.	Technique
7	Follow a … lifestyle.	Balanced
8	Find … ways to balance work with relaxation.	Creative

2.7 Ways businesses can deal with crisis in the workplace.

	Statements	Answer
1	Communicate the crisis with all those involved, even if there isn't a … yet.	Solution
2	Communicate the … resolution.	Potential
3	Have a … mindset.	Flexible/growth
4	Evaluate the … objectively	situation

2.8 Internal & External causes of change

Indicate which of the following statements refers to the internal causes or external causes

	Statements	Answer/s
1	Globalisation of markets.	external
2	New competitors on the market.	external
3	Changes in direction and objectives.	internal
4	Changes in ideology of a company.	internal

2.9 Major changes that people and businesses deal with

1. Globalisation	2. Affirmative Action	3. Unemployment	4. Retrenchment

Match the major changes above with the statement below

	Major changes	Statements
1	**Retrenchment**	• Business cuts the number of workers to reduce their wage and salary bill • Business must operate with reduced staff and pay out jobloss packages
2	**Unemployment**	• Change can lead to the business closing down, are sold or merge with another business • This reduces the standard of living of the community
3	**Globalisation**	• Business can trade in different countries. • Business must adapt to changes brought about by global trade • New technology must be incorporated to make processes more efficient. • Product or service differentiation and improved quality is essential. • This leads to strong competition.
4	**Affirmative Action**	• Laws have forced business to ensure that they offer equal opportunities to the previously disadvantaged. • This can lead to resentment of affirmative action appointments. • People who have been appointment in these positions struggle to be accepted by other employees.

2.10 Strategies business can use to deal with globalisation and affirmative action.

Indicate which of the following statements refers to strategies to deal with globalisation or affirmative action.

	Statements	Answer/s
1	Investigate overseas markets for your products.	globalisation
2	Acknowledge and respect differences and focus on achieving the goals and objectives.	affirmative action
3	Look for self-employment opportunities.	affirmative action
4	Be aware of changes in your related industry.	globalisation
5	Increase skills level in order to be more competitive for positions and promotion.	affirmative action
6	Source overseas manufacturers, materials, and suppliers.	globalisation
7	Keep abreast of new technology, processes and developments that could give your business a competitive edge.	globalisation

2.11 Ways business can manage change in the workplace

Fill in the missing word/s

	Statements	Answer/s
	Utilize effective and appropriate … skills.	decision-making
	Utilize effective and appropriate approaches to …	creativity.
	Recognize and … change.	accept
	Manage unfamiliar situations and respond … to them.	positively
	Deal with … immediately	conflict
	Be … when dealing with change	creative/versatile

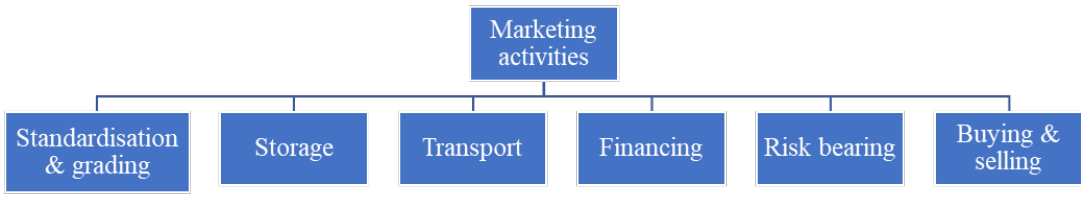
2. MARKETING FUNCTION

3.2 Role of marketing function

Fill in the missing word

	Statements	Answers
1	To identify the … of customers	needs
2	Share information gained from customers with the … function to ensure that the products/services offered meets the customers' expectations.	production
3	Promoting the products/services that the … offer amongst customers.	businesses
4	Providing … from customers about the businesses products/services and identifying areas of improvement.	feedback
5	Marketing shapes the experience … have after the products/services are delivered to them.	customers

3.3 Marketing activities



Match the marketing activities above with the statements below

	Marketing activities	Statements
1	Standardisation	• Products sold under the same label for the same price; should be a uniform size, shape and standard. • Related products should therefore be identical. • Mechanisation of the production process, has promoted the standardisation of products.
2	Grading	• Take place according to the quality of the products. • Each level has specific criteria to measure the product. • Allows the customers to choose the level of quality that best suits their need and budget.
3	Storage	• From the time products are finished with the production process, to

		the time it is sold to the customer, the product must be stored • Some products need specialised storage conditions. • Mass production have created a need for more storage.
4	Transport	• Refers to the movement of products from one place to another place. • The production of products on large scale requires the transport thereof to markets all over the country • Transport makes it possible for certain products to be exported to other countries.
5	Financing	• Refers to the act of obtaining funds to ensure that business activities could operate effectively in pursuit of the organisations' objectives. • Business acquires funding from financial institutions/investors to expand/maintain operations. • Loan financing are available from financial institutions and must be repaid with interest over a certain period of time.
6	Risk bearing	• All businesses carry risk such as unplanned and unforeseen circumstances, e.g., outbreak of a pandemic • This can impact on their productivity, production process, delivery, quantity, and profit. • Businesses may transfer possible risks to insurance companies.
7	Buying & Selling	• The acts of buying and selling are integral parts of any business activities. • Buying and selling refers to the process of exchanging goods/services for money. • Manufacturers would buy raw materials, convert it into finished products and sell the products to consumers. • Consumers buys the finished products for consumption.

3. PRODUCTION FUNCTION

4.3.1 Explain/Discuss the advantages of production planning.

Complete the missing word

	Statements	**Answer**
1	Efficient production planning allows a business to meet its … and prevents problems that could cause unnecessary expenses and wastage	demands
2	By setting standards, planning shows what level of … must be met and allows this to be monitored	quality
3	Proper planning allows … to be used efficiently and profits to be maximised.	resources

4.6 Reasons why businesses must manage safety in the workplace.

Fill in the missing word:

	Statements	Answer/s
1	Businesses create a … work environment and demonstrate a commitment to securing the premises from avoidable accidents	productive
2	Absenteeism rates drop when safety programs are a priority because … are less likely to happen because employees are properly trained to use equipment.	injuries
3	High standards are set and met in the … as employees know that their safety depends on it	workplace
4	Employees are … when they come to a safe work environment.	happier
5	Workers' compensation insurance claims … as a culture of safety reduces the number of claims employees file each year.	decrease

4. PROFESSIONALISM & ETHICS

5.2 Differences between ethical- and professional behaviour

Indicate which of the following statements refer to ethical- and professional behaviour

	Statements	Answer/s
1	Applying a code of conduct of a profession or business	Professional
2	Refers to the principles of right and wrong/acceptable in society	Ethical
3	Refers to what is right / wrong / acceptable in a business	Professional
4	Includes guidelines on employees' appearance / communication / attitude / responsibility, etc.	Professional
5	Conforms to a set of values that are morally acceptable	Ethical
6	Forms part of a code of conduct to guide employees to act ethically	Ethical
7	Involves following the principles of right and wrong in business practices	Ethical
8	Set of standards of expected behaviour	Professional
9	Focuses on upholding the reputation of a business/profession	Ethical
10	Focuses on developing a moral compass for decision making	Professional

5.3 Principles of Professionalism

1. Confidentiality	2. Respect	3. Objectivity
4. Integrity	5. Competency	

Match the principle of professionalism listed above, with the statements below:

	Principles of Professionalism	Statements
1	Competency	Employees apply their knowledge and skills in the interests of society and the environment.
2	Integrity	Employees work with honesty, according to the law and generally accepted norms of professional conduct.
3	Respect	Employees respect the dignity and rights of others and the image of the profession or business.
4	Objectivity	Employees act in a way that is fair and just to all without any bias or favour.
5	Confidentiality	Employees do not divulge any details of the business or clients to others or use confidential information for their own benefit.

5.4. Principles of Ethics

1. Commitment	2. Avoid self-interest	3. Transparency
4. Environment responsibility	5. Caring	

Match the principle of ethics listed above, with the statements below:

	Principles of Ethics	Statement/s
1	Transparency	Pay heed to transparency and full disclosure of information
2	Avoid self-interest	Avoid conflict of interest.
3	Commitment	Employees respect the dignity and rights of others and the image of the profession or business.
4	Caring	Practice social responsibility.
5	Environment responsibility	Look after the environment.

5.5 Theories of Ethics

1. Consequential theory	2. The common good approach	3. The rights approach

Fill in the missing words

	Statements	Answer/s
1	The focus is on individual rights where people are treated with respect and dignity.	The rights approach
2	If the expected result is good then it's ethically right to do, if it's bad then it is wrong.	Consequential theory
3	Theory determines whether to do or not do something based on the expected result of the action.	Consequential theory
4	Ensures that business values and ethical principles are in line with the society in which the business operates.	The common good approach
5	Theory tries to answer the ethical questions about right or wrong and how we arrive at this answer.	Consequential theory
6	No person should be ill-treated.	The rights approach
7	Business does not impose its mission or products on people.	The rights approach
8	Recognises that ethics and values vary from area to area and from country to country.	The common good approach

5.7 Ways in which professional, responsible, ethical, and effective business practice should be conducted

Fill in the missing word/s

	Statements	Answer/s
1	Refrain from starting a venture using other businesses' ideas that are … by law.	protected
2	Business decisions and actions must be … to all stakeholders.	clear/transparent
3	Businesses should be … for their decisions and actions	accountable /responsible
4	Hire … accountants/financial officers with good credentials.	honest/trustworthy
5	Regular … of taxes	payment
6	Draw up a … of ethics/conduct.	code
7	On-going … for all employees.	development/training
8	Performance … systems should be in place.	management
9	Providing good … products to consumers	quality

5.9 Perspective on Ethics: Fill in the missing words

	Statements	Answers
1	Ethics are not …	universal
2	Ethics … according to culture, religion, socialisation, and education.	differ
3	There is no … right or absolute wrong when it comes to ethics.	absolute
4	Each … needs to decide by itself what is acceptable.	society
5	Business is entitled to decide the kind of … that it demands from its employees.	behaviour
6	This is where a … of ethics is useful.	code