



BUSINESS STUDIES: PAPER II

Time: 2 hours

100 marks

PLEASE READ THE FOLLOWING INSTRUCTIONS CAREFULLY

1. This paper consists of 4 pages. Please check that your question paper is complete.
 2. Read the questions carefully and plan the length of your answers in relation to the sections being covered in each question.
 3. Answer **both Question 1 and Question 2.**
 4. Number your answers exactly as the questions are numbered. Each question is to be answered on a **new page.**
 5. Candidates are advised to pay special attention to the use of language.
 6. It is in your own interest to write legibly and present your work neatly.
 7. Answers must be completed in the Answer Book provided.
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The following aspects may be considered when marks are allocated in this paper:

- Format:
 - The **CORRECT** format for each question must be used, e.g. report, letter or dialogue.
 - Where applicable, include an introduction and conclusion.
 - Use headings and sub-headings where appropriate.
- Terminology: Correct Business terminology should be used.
- Content: Must be sufficient to cover all aspects of the question.
- Substantiation: Justification for statements made.
- Application to case study/context.
- Creative problem solving rather than just giving theoretical facts.
- Synthesis and sequencing.

QUESTION 1**[50 marks]****LEAD THE WAY TOYOTA****Board Meeting: Thursday 26 November 2009****Agenda**

1. Call to order and Roll Call
2. Acceptance of Minutes of Board Meeting held on 20 October 2009
3. Strategic Planning: 2010 – 2013
 - 3.1 Factors to consider in the external environment
 - 3.2 Conflict Management
4. Other issues of business
5. Meeting adjourned

You have been approached by the Chairperson of the Board of Directors of Toyota South Africa. The next Board meeting is taking place at the end of November 2009. The Chairperson provided you with the above agenda and asked for your thoughts on the issues that will be discussed under point **number 3**.

Required:

Write a report to the Chairperson of the Board of Directors to help her to prepare for discussions under **point 3** on the agenda.

Use PESTLE as a tool to identify and analyse challenges for Toyota South Africa in the external environment. Also explain possible reasons for conflict that may be experienced at Toyota, skills that are useful when handling conflict and suggest different alternatives for how conflict situations could be handled.

50 marks

QUESTION 2

Study the sources below before attempting this question.

SOURCE A

Are you an Entrepreneur?

I am looking for people to become involved in a new business venture supplying spare parts to Toyota South Africa. I will provide the capital, if you can bring entrepreneurial skills and a thorough knowledge of Trade Unions and Industrial Action to the table.

Interested?

Convince me that you are the person I am looking for. Send me a letter in which you explain your understanding of the above mentioned aspects.

Spare Parts CC
 Attention: Mr Zyxem
 PO Box 123
 Sandstone
 3232

SOURCE B



Source: <<http://www.cartoonstock.com>>
 [Downloaded 10 February 2009]

SOURCE C



Source: <<http://2.bp.blogspot.com>>
 [Downloaded 10 February 2009]

You have seen the advertisement on page 3 (Source A) in the newspaper and have decided you would like to get involved in this new venture (business undertaking) to supply spare parts to Toyota South Africa.

Required:

Write a letter to the owner of Spare Parts CC, Mr Zyxem, to convince him that you have a thorough understanding of the role and function of Trade Unions as well as Industrial Action.

Also, convince Mr Zyxem that you have the necessary understanding of entrepreneurial characteristics/qualities and the critical success factors that relate to entrepreneurship to make such a business successful.

You may also refer to Source B and C in your answer.

50 marks

Total: 100 marks