



education

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NORTH WEST PROVINCE**

PROVINCIAL ASSESSMENT

GRADE 10

BUSINESS STUDIES P2

NOVEMBER 2019

MARKING GUIDELINES

MARKS: 150

These marking guidelines consist of 17 pages.

NOTES TO MARKERS**PREAMBLE**

The notes to markers are provided for quality assurance purposes to ensure the following:

- (a) Fairness, consistency and reliability in the standard of marking
- (b) Facilitate the moderation of candidates' scripts at the different levels
- (c) Streamline the marking process considering the broad spectrum of markers across the province
- (d) Implement appropriate measures in the teaching, learning and assessment of the subject at schools / institutions of learning

1. Candidates' responses must be in full sentences for SECTIONS B and C. However, this would depend on the nature of the question.
2. Comprehensive marking guidelines have been provided but this is by no means exhaustive. Due consideration should be given to an answer that is correct, but:
 - Uses a different expression from that which appears in the marking guidelines
 - Comes from another source
 - Is original
 - Uses a different approach

NOTE: There is only ONE correct answer in SECTION A.
3. Take note of other relevant answers provided by candidates and allocate marks accordingly. (In cases where the answer is unclear or indicates some understanding, part-marks should be awarded, for example, one mark instead of the maximum of two marks.)
4. The word 'sub max' is used to facilitate the allocation of marks within a question or sub-question.
5. The purpose of circling marks (guided by 'max' in the breakdown of marks) on the right-hand side is to ensure consistency and accuracy in the marking of scripts as well as for calculation / moderation purposes.
6. Sub-totals to questions must be written in the right-hand margin. Circle the sub-totals as indicated by the allocation of marks. This must be guided by 'max' in the marking guidelines. Only the total for each question should appear INSIDE the left-hand margin next to the appropriate question number.
7. In an indirect question, the theory as well as the response must be relevant and related to the question.
8. Incorrect numbering of answers to questions or sub-questions in Sections A and B will be severely penalised. Therefore, correct numbering is strongly recommended in all sections.
9. No additional credit must be given for the repetition of facts. Indicate with an 'R'.
10. Note that no marks will be awarded for indicating Yes / No in evaluation type questions requiring substantiation or motivation. (Applicable to Sections B and C.)
11. The differentiation between 'evaluate' and 'critically evaluate' can be explained as follows:
 - 11.1 When 'evaluate' is used, candidates are expected to respond in either a positive / negative manner or take a neutral (positive and negative) stance,

e.g. **Positive:** *'COIDA eliminates time and costs spent\ on lengthy civil court proceedings.'*\

- 11.2 When 'critically evaluate' is used, candidates are expected to respond in either a positive / negative manner or take a neutral (positive and negative) stance. In this instance candidates are also expected to support their responses with more depth, e.g. *'COIDA eliminates time and costs spent\ on lengthy civil court proceedings\, because the employer will not be liable for compensation to the employee for injuries sustained during working hours as long as it can be proved that the business was not negligent.'*\

NOTE:

- 1 The above could apply to 'analyse' as well.
- 2 Note the placing of the tick (\) in the allocation of marks.

12. The allocation of marks must be led by the nature of the question, cognitive verb used, mark allocation in the marking guidelines and the context of each question.

Cognitive verbs, such as:

- 12.1 Advise, name, state, mention, outline, motivate, recommend, suggest, (*list not exhaustive*) do not usually require much depth in candidates' responses. Therefore, the mark allocation for each statement / answer appears at the end.
- 12.2 Describe, explain, discuss, elaborate, compare, distinguish, differentiate, justify, devise, analyse, evaluate, critically evaluate (*list not exhaustive*) require a greater depth of understanding, application and reasoning. Therefore, the marks must be allocated more objectively to ensure that assessment is conducted according to established norms so that uniformity, consistency and fairness are achieved.

13. Only mark the FIRST answer where candidates offer more than one answer for SECTIONS B and C questions that require one answer.

14. **SECTION B**

- 14.1 If, for example, FIVE facts are required, mark the candidate's FIRST FIVE responses and ignore the rest of the responses. Indicate by drawing a line across the unmarked portion or use the word 'Cancel'.

NOTE: This applies only to questions where the number of facts is specified.

- 14.2 If two facts are written in one sentence, award the candidate FULL credit. Point 14.1 above still applies.

- 14.3 If candidates are required to provide their own examples / views, brainstorm this at the marking centre to finalise alternative answers.

14.4 **Use of the cognitive verbs and allocation of marks:**

- 14.4.1 If the number of facts are specified, questions that require candidates to 'describe / discuss / explain' may be marked as follows:

- Fact 2 marks (or as indicated in the marking guidelines)
- Explanation 1 mark

The 'fact' and 'explanation' are given separately in the marking guidelines to facilitate mark allocation.

14.4.2 If the number of facts required is not specified, the allocation of marks must be informed by the nature of the question and the maximum marks allocated in the marking guidelines.

14.5 **ONE mark may be awarded for answers that are easy to recall, requires one word answers or is quoted directly from a scenario / case study. This applies to SECTIONS B and C in particular (where applicable).**

15. SECTION C

15.1 The breakdown of the mark allocation for the essay type questions is as follows:

| | |
|--------------|------------------------|
| Introduction | Maximum: 32 |
| Content | |
| Conclusion | |
| Insight | 8 |
| TOTAL | 40 |

15.2 Insight consists of the following components:

| | | |
|--|---|-----------|
| Layout / Structure | Is there an introduction, a body and a conclusion? | 2 |
| Analysis and interpretation | Is the candidate able to break down the question into headings / sub-headings / interpret it correctly to show understanding of what is being asked? | 2 |
| Synthesis | <p>Are there relevant decisions / facts / responses made based on the questions?</p> <p>Marks to be allocated using this guide: No relevant facts: 0 (Two '-S') Some relevant facts: 1 (One '-S') Only relevant facts: 2 (No '-S')</p> <p>Option 1: Where a candidate answers 50% or more of the question with only relevant facts; no '-S' appears in the left margin. Award the maximum of TWO (2) marks for synthesis.</p> <p>Option 2: Where a candidate answers less than 50% of the question with only OR some relevant facts; one '-S' appears in the left margin. Award a maximum of ONE (1) mark for synthesis.</p> <p>Option 3: Where a candidate answers less than 50% of the question with no relevant facts; two '-S' appear in the left margin. Award a ZERO mark for synthesis.</p> | 2 |
| Originality | Is there evidence of examples, recent information, current trends and developments? | 2 |
| TOTAL FOR INSIGHT: | | 8 |
| TOTAL MARKS FOR FACTS: | | 32 |
| TOTAL MARKS FOR ESSAY (8 + 32): | | 40 |

- NOTE: 1. No marks will be awarded for content repeated from the introduction and conclusion.
2. The candidate forfeits marks for layout if the words INTRODUCTION and CONCLUSION are not stated.

3. No marks will be allocated for layout, if the headings INTRODUCTION and CONCLUSION are not supported by an explanation.
4. With effect from November 2017, a candidate is now awarded a maximum of ONE (1) mark for headings / sub-headings and ONE (1) mark for interpretation (16 or more out of 32 marks). This applies specifically to the analysis and interpretation part of insight.
- 15.3 Indicate insight in the left-hand margin with a symbol e.g. ('L, A, -S and / or O').
- 15.4 The breakdown of marks is indicated at the end of the suggested answer / marking guidelines to each question.
- 15.5 Mark all relevant facts until the SUB MAX / MAX mark in a subsection has been attained. Write SUB MAX / MAX after maximum marks have been obtained.
- 15.6 At the end of each essay indicate the allocation of marks for facts and marks for insight as follows: (L – Layout, A – Analysis, S – Synthesis, O – Originality) as in the table below.

| CONTENT | MARKS |
|----------------|------------------|
| Facts | 32 (max.) |
| L | 2 |
| A | 2 |
| S | 2 |
| O | 2 |
| TOTAL | 40 |

- 15.7 When awarding marks for facts, take note of the sub-maxima indicated, especially if candidates do not make use of the same subheadings. Remember, headings and subheadings are encouraged and contribute to insight (structuring / logical flow / sequencing) and indicate clarity of thought. (See MARK BREAKDOWN at the end of each question.)
- 15.8 If the candidate identifies / interprets the question INCORRECTLY, then he / she may still obtain marks for layout.
- 15.9 If a different approach is used by candidates, ensure that the answers are assessed according to the mark allocation / subheadings as indicated in the marking guidelines.
- 15.10 15.10.1 Award TWO marks for complete sentences. Award ONE mark for phrases, incomplete sentences and vague answers.
- 15.10.2 With effect from November 2015, the TWO marks no longer necessarily appear at the end of each completed sentence. The ticks (√) will be separated and indicated next to each fact, e.g. 'Product development is a growth strategy√, where businesses aim to introduce new products into existing markets.'√
- This will be informed by the nature and context of the question, as well as the cognitive verb used.
- 15.11 With effect from November 2017, the maximum of TWO (2) marks for facts shown as headings in the marking guidelines, no longer necessarily applies to each question. This would depend on the nature of the question.

SECTION A**QUESTION 1**

- 1.1.1 A✓✓
 1.1.2 A✓✓
 1.1.3 C✓✓
 1.1.4 B✓✓
 1.1.5 A✓✓ (5 x 2) (10)

- 1.2.1 Directors ✓✓
 1.2.2 Contract ✓✓
 1.2.3 Penetration✓✓
 1.2.4 Indigenous✓✓
 1.2.5 MOI✓✓ (5 x 2) (10)

- 1.3.1 J✓✓
 1.3.2 A✓✓
 1.3.3 G✓✓
 1.3.4 F✓✓
 1.3.5 C✓✓ (5 x 2) (10)

TOTAL SECTION A: 30**SECTION B****QUESTION 2 BUSINESS VENTURE**

- 2.1.1
- Desire for responsibility✓
 - Take risks✓
 - Perseverance✓
 - Good management and leadership skills✓
 - Confidence in one's ability to succeed✓
 - High levels of energy✓
 - Passion✓
 - Dreams with a clear vision✓
 - Organizational skills✓
 - High degree of commitment✓
 - Flexibility✓
 - Willpower to overcome obstacles✓ (4 x 1) (4)
 - **NOTE: Mark the first FOUR**

2.1.2 Business plan:

- Step-by-step guide to converting a business idea into a real business✓
- A written description of a future business✓
- Explains how business owner will obtain financing✓
- Analyses potential strength, weaknesses, opportunities and threats✓

- Describes how the business will deal with competitors✓
- Describes how the business will market its goods and services✓
- Can be used to attract investors and employees✓
- **NOTE: Mark first FOUR** (4 x 1) (4)

2.1.3

- Cover page, title page, index✓
- Executive summary✓
- Description of the business✓
- The product/service✓
- Legal requirements✓
- SWOT analysis✓
- Marketing plan✓
- Market research✓
- Marketing mix✓
- Competitors✓
- Structure of the company✓
- Financial analysis✓ (4 x 1) (4)
- **NOTE: mark the first FOUR**

2.2

| Generating new ideas | Identifying good ideas |
|---|---|
| <ul style="list-style-type: none"> • Generate new business ideas by making use of creative thinking techniques✓ • It is not necessary to describe each idea✓ in detail.✓ • The aim is to come up with as many ideas as possible✓ for a new business✓ <p style="text-align: right;">Sub max (2)</p> | <ul style="list-style-type: none"> • If any of the ideas matched the needs identified from the research,✓ the entrepreneur must take a further look into these ideas✓ • Eliminate the ideas that will probably not develop into viable business opportunities✓ • Describe the good ideas✓ in detail✓ <p style="text-align: right;">Sub max (2)</p> |

Max (4)

2.3.1 Pay high tariffs for water supply and Crime✓✓ (2)

2.3.2 **High tariffs for water and supply**

- A business will not be able to operate efficiently without proper infrastructure✓✓
- Crime**
- An area with high crime rate will be harmful to a business enterprise in various ways.✓✓ (4)

2.3.3 Recommendation

High tariffs for water supply

- Business owners should investigate whether the infrastructure will be upgraded in areas with insufficient infrastructure before decisions regarding the location are made✓✓

Crime

- A business will have to spend money on security✓✓ (4)

2.4

| | Rights | Responsibilities |
|----------|---|---|
| Employer | <ul style="list-style-type: none"> • Excise control over employees✓ • Use the employee’s service✓ <p style="text-align: right;">(1)</p> | <ul style="list-style-type: none"> • Remunerate employee✓ • Ensure safe working condition✓ • Comply with labour legislation✓ <p style="text-align: right;">(1)</p> |
| Employee | <ul style="list-style-type: none"> • Receive remuneration as agreed upon in the employment contract.✓ • To advance the employer’s business interests as acquired by the employer✓ <p style="text-align: right;">(1)</p> | <ul style="list-style-type: none"> • To be respectful and obedient.✓ • To refrain from misconduct.✓ • To comply with labour legislation✓ <p style="text-align: right;">(1)</p> |

Max (4)

2.5

- Contracts are legal documents✓
- Each contract will specify the rights and responsibilities of the parties✓ to that particular contract.✓
- A person may enter into a contract ✓if he or she has legal capacity to do so✓
- Is enforceable by law✓
- Imposes rights or obligations on both parties✓
- Is concluded between parties who have legal capacity✓ who intent to contract with one another✓
- **NOTE: (Any other relevant answer)** (4 x 2) (8)

2.6

- UIF✓
 - COIDA✓
 - RAF✓
 - **NOTE: ‘Mark the first TWO’** (2 x 1) (2)
- [40]**

QUESTION 3 BUSINESS ROLES

3.1.1 Delphi✓✓

3.1.2 Force field✓✓

3.1.3 Brainstorming✓✓

3.1.4 Indigenous knowledge✓✓ (8)

3.2.1 Achievement of an action✓ within a specified period of time✓
 Success can also mean completing an objective✓ or reaching a goal✓
 (Any other relevant answer) (2)

3.2.2

- Achieving a personal goal is a big accomplishment which will make you feel satisfied and proud✓✓
- Allow yourself some sort of reward when you have achieved a goal✓✓
- Adjust your goals as you achieve them so that they reflect your priorities, knowledge and experience✓✓ (6)

3.2.3

- Be courteous✓ on the phone✓
- Never miss a deadline✓ because it creates the impression that you can't keep your promises.✓
- Treat others with respect✓
- Never be late✓
- Be honest✓
- Good communication skills
 (Any other relevant answer) (6)

3.3

Problem solving - find solutions for difficult situation✓✓
 - Possible solutions are usually not obvious✓✓

Creative thinking - means to think in original ways✓✓
 - The alternatives are usually obvious✓✓ (4)

3.4 Problem solving cycle

- Identify and define the problem✓✓
- Formulate a strategy✓✓
- Implement the strategy✓✓
- Allocate resource✓✓
- Monitor problem-solving✓✓
- Evaluate problem-solving✓✓
- **NOTE: Mark the first TWO** (2 x 2) (4)

3.5.1 Self-knowledge

- Understanding of one's own character, capabilities and admitting to what one doesn't know.✓✓
- Employees who understand their own character and capabilities are more emotionally intelligent than people who have a false image of themselves.✓✓
- People with self awareness are usually open to learn skills and the maturity to admit to making a mistake✓✓ (2)

3.5.2 Time management

- Everyone has exactly the same amount of time at their disposal√√
- Employees must find a way of executing the tasks in the time available.√√ (2)

3.6 Adopt to change

- Change is part of life√
- People need to adapt to change√
- People who are able to adapt to change are usually flexible, versatile, open minded and positive√ the kind of a person who will make good employee.√
- People who do not want to adapt to change are usually rigid single minded and difficult√ – the kind of person who does not make a good employee.√ (6)

[40]**QUESTION 4 MISCELLANEOUS****BUSINESS VENTURES**

4.1

- Handouts√
- Transparencies√
- Slides√
- Charts√
- Models√
- **NOTE: 'Mark the first FOUR'** (4 x 1) (4)
-

4.2

| Audio visual aids | Advantages | Disadvantages |
|--------------------------|---|---|
| Slides | Create professional appearance with many colour, art graphic and font options√√ | Requires costly projection equipment and practice for smooth delivery√√ |
| Transparencies | Give professional appearance√√ | Appear to some as an out-dated presentation method√√ |
| Handouts | Encourages audience participation.√√ Easy to maintain and to update√√ | May cause speaker to lose audience's attention.√√ Expensive to print√√ |
| Charts | Easy to create, modify on the spot, record comments from audience√√ | Require graphics talent. Difficult for larger audience to see.√√ |
| Video | Many videos are also available on the internet.√√ E.g. You Tube | Expensive to create and update√√ |
| | Sub max (4) | Sub max (4) |

(Any other relevant answer)

Max (8)

4.3

- Labour regulations√
 - Increase the cost of labour√
 - Minimum of wages are too high, labour become very expensive√
 - Overly expensive products will result in a decrease in demand√
- Environmental factors√
 - Business owners must consider the impact of business operations on the environment√
 - Pollution and noise caused by a business will directly affect the business location.√
- Transport √
 - Availability of transport is a very important factor because transport is needed to bring raw materials, employees and consumers with-in reach of the business.√
 - Air transport√
 - Sea transport√
 - Railway transport√
 - Road transport √
- Infrastructure √
 - Business will not be able to operate efficiently without proper infrastructure√
 - Business owners should investigate whether the infrastructure will be upgraded in areas with insufficient infrastructure before decisions regarding the location are made√
 - Availability of transport, water, electricity and communication networks√
- Potential market√
 - The potential market refers to all people who will probably be interested in the products sold by particular business√
 - Potential market usually shares certain characteristics√
 - Businesses must be located close to the potential market√
 - Potential clients must be attracted √
- Raw materials√
 - Mainly used by manufacturing business enterprise√
 - Raw materials like iron is usually heavy and can take up a lot of space√
 - It is therefore difficult, costly and time consuming to transport√
- Labour market√
 - The cost of labour market must be kept in mind√
 - In areas where labour is available labour will be cheaper√
 - Business owners must aim to minimize the business's expenses and opt to locate where labour is available and affordable√
- Climate √
 - Some businesses, such as agriculture and tourism depend on a particular climate√

- Government and local regulations√
 - Businesses must comply with local and national laws√
 - Local laws can differ from area to another√
 - Locate your business in an area where regulations are most favourable√

 - Taxes√
 - Taxes influences the profit of businesses as well as the prices of products.√
 - Tax rates differ from one country to another√
 - Business owners will choose to locate their businesses in a free trade zone√

 - Crime √
 - An area with a high crime rate will be harmful to a business enterprise√
 - Not only will consumers be hesitant to visit crime stricken areas, but businesses will face losses due to burglaries and theft√
 - A business will also have to spend money on security√
- NOTE: (Mark any relevant answer) (8)

4.4

| | |
|---|---|
| Strength | Weaknesses |
| <ul style="list-style-type: none"> • Qualified computer technician√√ • Reasonable prices√√ <p style="text-align: right;">Sub max 2</p> | <ul style="list-style-type: none"> • Insufficient capital√√ • Lack good financial planning skills√√ <p style="text-align: right;">Sub max 2</p> |
| Opportunities | Threats |
| <ul style="list-style-type: none"> • Tender of supplying computers√√ • Establish an internet cafe√√ <p style="text-align: right;">Sub max 2</p> | <ul style="list-style-type: none"> • High crime area√√ • Delivery protest√√ <p style="text-align: right;">Sub max 2</p> |
| Max (8) | |

4.5

- Protecting the environment√√
- Providing education and training√√
- Delivering services that government is slow to deliver√√
- Invest in the wellbeing of employees√√
- Provide employees with housing√√
- Investing in potential customers√√
- Investing in potential suppliers√√
- **NOTE: 'Mark the first THREE** (6)

4.6

- Helps to recruit best candidates√√
 - Improve a business's image√√
 - Helps to build customer loyalty√√
 - Helps to attract investors who want to invest in a business√√
 - Note: Any relevant answer (6)
- [40]**

TOTAL SECTION B: 80

SECTION C**QUESTION 5 BUSINESS VENTURE****Introduction**

- Forms of ownership refer to the type of business selected by a business owner.✓
- Different forms of ownership are suitable for different kinds of business✓
- Factors that determine the form of ownership are:
 - Amount of capital✓
 - Size of a business✓
 - Income and ownership✓
 -

(2 x 1) (2)

Body**Personal Liability company versus Partnership**

| Personal liability | Partnership |
|---|---|
| Name ends with 'incorporated', or 'Inc'.✓ | Name must be registered with CIPC ✓ |
| Owned by shareholders✓ | Owned by partners✓ |
| Minimum number of shareholder is one✓ | At least two✓ |
| Managed by directors✓ | Managed by partners✓ |
| Minimum number of directors is one✓ | Minimum partners are two✓ |
| Directors of the company are jointly and liable for the debts of the company✓ | Unlimited liabilities✓ |
| Has continuity✓ | No continuity✓ |
| Register at CIPC ✓ | No formalities – Partnership agreement✓ |

(12)

Non- profit company

- Aims to benefit✓ the community✓
- Do not aim✓ to make profit✓
- The main goal✓ is for public benefit purposes✓
- All income and assets must be used✓ for public benefit purposes✓
- Members, directors and incorporators of non-profit may not gain✓ any financial benefit✓

(10)

Advantages of a sole proprietorship

- It is simply the owner doing business✓✓
- Owner runs a business as he/she sees fit✓✓
- The owner does not need to consult to make decision✓✓
- Profit belongs to the owner✓✓
- The owner usually has direct contact with consumers✓✓
- The owner is not accountable to other owners✓✓
- The success of the business belongs to the owner✓✓

(10)

Disadvantages of a sole trader

- Owner contributes only his/her own skills, time and energy to the business√√
- No continuity√√
- The owner pays tax in his personal capacity√√
- Capital is limited to the amount of money the owner has access to.√√
- The owner has unlimited liability for the debts of the business√√

(10)

Conclusion

- It is very important to consider factors like how much do you have and to know the different forms of ownership before you start your business√√ (1 x 2) (2)

QUESTION 5: BREAKDOWN OF MARK ALLOCATION

| DETAILS | MAXIMUM | TOTAL |
|--|---------|-----------|
| Introduction | 2 | Max 32 |
| Distinction between a personal liability and partnership | 12 | |
| Non-profit company as a best form of ownership | 10 | |
| Advantages of sole proprietorship | 10 | |
| Disadvantages of sole proprietorship | 10 | |
| Conclusion | 2 | |
| INSIGHT | | 8 |
| Layout | 2 | |
| Analysis/Interpretation | 2 | |
| Synthesis | 2 | |
| Originality/Examples | 2 | |
| TOTAL MARKS | | 40 |

QUESTION 6 BUSINESS ROLES

Introduction

- Business have different departments as well as employees and their relationship with each other contribute largely to the success or failure of a business.✓
- Teamwork have advantages over individual work, teams can handle more complex tasks, than people working on their own✓
- Teamwork has become one of the most important parts of most businesses
- Increase motivation and work ethics to improve productivity✓ (2 x 1)(2)

Body

- **Benefit of good team**

- Reach business goals✓✓
- Contribute their individual knowledge and skill✓✓
- Encourages workers to increase their range of skills✓✓
- Teamwork give employees more control over their jobs✓✓
- Team members are trained to handle a number of assembly jobs✓✓

Max (6)

- **Kinds of interpersonal working relationship**

- Peer relationship✓✓
 - Relationships between employees on the same level✓
 - Members in this relationship are equal✓
 - Relationship in based on mutual respect✓
- Authority relationship✓✓
 - Relationship between a manager and a subordinates✓
 - Manager have authority over subordinates✓
 - Managers must focus on motivating employees✓
- Group relationship✓✓
 - Relationships between member of a group✓
 - Sound group relationships will ensure good results✓
 - Poor relationships between group members may results in conflict✓
- External relationships✓✓
 - Relationships between a business and people outside a business✓
 - Relationship based on service delivery✓

Max (10)

- **Ways in which business may create an environment that promotes teamwork**

- Teamwork is the joint action by a group to complete a given task. ✓
- A team is a group of people who each contribute their individual knowledge and skills ✓
- Each team is made up of employees ✓
- These employees must work together ✓ even if they don't have anything in common ✓ and even if they don't like each other ✓
- The success of the business is influenced by the performance of these teams ✓
- Team members must prove to one another that they are trustworthy ✓ and that they will not let the group down ✓
- Although great results can be achieved through teamwork, ✓ it is important that a business also develops employees individually.
- If employees are skilled and knowledgeable, ✓ teams will be strong and efficient ✓
- If a team did not perform well, it is important to both evaluate and analyse the team's performance ✓ so that weaknesses can be detected and eliminated ✓
- If a team fails to work together, it might be the best option to dissolve the group and form a new group

Max (8)

Advice on criteria

- Openness
 - Team members must have the confidence to air their opinions ✓✓
 - This means members who disagree should not be alienated from the team ✓✓
 - All opinions must be considered to find the best method ✓✓
 - They should not gossip about fellow members ✓✓
- Support
 - Team members must support each other ✓✓
 - Once decision has been made, team members must also support the decision ✓✓
- Mutual respect and trust
 - Teams are usually made up of employees who bring different and unique skills to the team ✓✓
 - Respect the knowledge and experience of fellow team members ✓✓
 - Trust fellow members to come up with the best solutions to problems ✓✓

- Members committed to achieve
 - Teams will achieve if team members are committed to the team√√
 - These teams will be motivated√√
 - One way of making sure that employees do what is expected of them is to hold each team member accountable for the team's performance.√√
- Max (14)

Conclusion

- Good teams make better decisions, produce better results and solve problems faster than working as individuals√
 - Employees can continuously improve themselves as part of a team resulting in the business to grow as well.√
- (1 x 2) (2)

QUESTION 6: BREAKDOWN OF MARK ALLOCATION

| DETAILS | MAXIMUM | TOTAL |
|-----------------------------------|---------|-----------|
| Introduction | 2 | Max 32 |
| Benefit of good team | 6 | |
| Interpersonal work relationship | 10 | |
| Environment that promote teamwork | 8 | |
| Openness | 4 | |
| Support | 4 | |
| Mutual respect and trust | 4 | |
| Members committed to achieve | 4 | |
| Conclusion | 2 | |
| INSIGHT | | |
| Layout | 2 | |
| Analysis/Interpretation | 2 | |
| Synthesis | 2 | |
| Originality/Examples | 2 | |
| TOTAL MARKS | | 40 |

TOTAL SECTION: 40
GRAND TOTAL: 150