



education

Department of
Education
FREE STATE PROVINCE

PROVINCIAL ASSESSMENT

2022 MARCH

GRADE 12

Stanmorephysics.com

BUSINESS STUDIES

1st CONTROLLED TEST

MARKS: 100

TIME: 1.5 HOURS

This paper consists of 7 pages

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers 1st TERM's topics.

SECTION A: COMPULSORY

SECTION B: Consists of THREE questions.

Answer any TWO of the THREE questions in this section.

SECTION C: Consists of TWO questions.

Answer any ONE of the TWO questions in this section.

2. Read the instructions for each question carefully and take particular note of what is required.
3. Number the answers correctly according to the numbering system used in this question paper. No marks will be awarded for answers that are numbered incorrectly.
4. Except where other instructions are given, answers must be written in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Use the table below as guide for mark and time allocation when answering each question.

SECTION		QUESTION	MARKS	TIME
A:	Objective-type questions COMPULSORY	1	20	10 minutes
B:	THREE direct/indirect-type questions CHOICE (Answer any TWO.)	2	20	20 minutes
		3	20	20 minutes
		4	20	20 minutes
C:	TWO essay-type questions CHOICE (Answer any ONE.)	5	40	40 minutes
		6	40	40 minutes
TOTAL			100	90 minutes

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.
8. You may use a non-programmable calculator.
9. Write neatly and legibly.

SECTION A (COMPULSORY)

QUESTION 1

1.1. 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 (1.1.1-1.1.5) in the ANSWER BOOK, e.g., 1.1.6.

1.1.1 This Act gives employers indemnity from claims from employees when there is a workplace accident.

- A Consumer Protection Act, 2008 (Act 68 of 2008)
- B National Credit Act (NCA), 2005 (Act 34 of 2005)
- C Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)
- D Skills Development Act, 1998 (Act 97 of 1998)

1.1.2 A human resources activity where the competency of the employee is matched with his/her position:

- A Interview
- B Induction
- C Placement
- D Screening

1.1.3 The role of the interviewer during an interview is to ...

- A try to quiz the candidate
- B book an appropriate location for the interview
- C give a letter of appointment to the most suitable candidate
- D ask a variety of questions to the same candidates

1.1.4 This kind of remuneration is only received after a task is completed by the worker:

- A Piecemeal
- B Salary
- C Time-related
- D Bonus

1.1.5 An industrial analysis tool used to study the internal and external environments of the business.

- A Porter's Five Forces
- B PESTLE
- C SWOT
- D SCAMPER

2×5 (10)

- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

Human Resource Development Strategy, Job specification, Lifestyle benefit, Job description, Pension, Strategy, National Credit Regulator, National Skills Development Strategy, Business Plan, National Consumer Commission

1.2.1 A ... is the plan of action used by businesses to solve challenges.

1.2.1 ... is an example of the employee benefit

1.2.3 ... is a document intended to provide job applicants with an outline of required training and qualifications needed.

1.2.4 ... oversees compliance with the Consumer Protection Act, 2008 (Act 68 of 2008)

1.2.5 The ... encourages quality training in the workplace.

2×5 (10)

TOTAL SECTION A [20]

SECTION B

Answer ANY TWO questions in this section.

QUESTION 2: BUSINESS ENVIRONMENTS (LEGISLATION & STRATEGIES)

- 2.1 Outline the strategic management process. (4)
- 2.2 Read the scenario below and answer the questions that follow.

PAUL DIGITAL SOUND (PDS)

PDS specialises in selling radios and car sound systems. They employ qualified sound engineers. The business does not have sufficient capital to buy and sell sound systems that cater for large events. Businesses in the same industries are closing due to ineffective marketing campaigns. PDS is in a high crime area.

- 2.2.1 Compile a SWOT analysis for PDS. (4)
- 2.2.2 Suggest ONE strategy to handle each weakness and threat identified in QUESTION 2.2.1. (4)
- 2.3 Describe the purpose of the Consumer Protection Act, 2008 (Act 68 of 28 April 2008). (4)
- 2.4 Discuss the impact of the Basic Conditions of Employment Act, 1997 (Act 75 of 1997) on businesses. (4)

[20]

QUESTION 3: BUSINESS OPERATIONS (HUMAN RESOURCES)

- 3.1 List any FOUR sources of the internal recruitment. (4)
- 3.2 Read the scenario below and answer the questions that follow.

PAKI ATTORNEYS FIRM (PAF)

PAF have recently hold a conversation between a candidate and their relevant managers of a business. The aim of PAF is to determine whether a candidate is suitable for a position.

- 3.2.1 Name the human resource activity referred to in the above scenario. (2)
- 3.2.2 Discuss the role of the interviewee during the interview. (4)
- 3.3 Explain the benefits of the induction for business. (4)
- 3.4 Discuss the implications of the EEA on the human resources function. (6)

[20]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name THREE rights of consumers in terms of the National Credit Act. (3)

4.2 Read the following scenario and answer the questions that follow:

LERATO BOTTLE SUPPLIERS (LBS)

Judith, an employee at Lerato Bottle Suppliers, was unfairly dismissed for late coming due to road closures because of a service delivery protest. She referred the matter to the Commission for Conciliation, Mediation and Arbitration (CCMA) as she was not happy with her dismissal.

4.2.1 Identify the Act that is applicable to LBS. Motivate your answer by quoting from the scenario above. (3)

4.2.2 Explain other actions that could be regarded as discriminatory according to the Act identified in QUESTION 4.2.1. (4)

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4.3 Outline the legal requirements of the employment contract. (4)

4.4 Analyse the impact of internal recruitment on business. (6)

[20]

TOTAL SECTION B [40]

SECTION C

Answer ONE question in this section.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The government initiated the Broad Based Black Economic Empowerment Act No 53 of 2003. The Act is an integrated socio-economic process that aims to increase the effective participation of the majority of South Africans in the economy.

Write an essay on the BBBEE in which you include the following aspects:

- Outline the purpose of the BBBEE.
- Explain the implications of the following pillars of BBBEE on businesses:
 - Enterprise and supplier development (ESD)
 - Skills development
- Discuss the impact of the BBBEE on businesses.
- Recommend ways in which businesses can comply with the BBBEE.

[40]

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND ETHICS/PROFESSIONALISM)

Businesses need to encourage employees to develop new creative ideas and solutions for business problems. Unprofessional business practices have a negative impact on their operations. Successful businesses provide strategies to overcome unprofessional business practices.

Write an essay on creative thinking and ethics/professionalism in which you address the following aspects:

- Elaborate on the meaning of *creative thinking*.
- Explain the benefits of creative thinking in the workplace.
- Discuss how the *abuse of work time, sexual harassment* and *unauthorised use of funds and resources* pose a challenge in a business.
- Recommend ways in which businesses may address EACH of the above-mentioned unprofessional business practices.

[40]

TOTAL SECTION C [40]

GRAND TOTAL 100