



education

Department of
Education
FREE STATE PROVINCE

PROVINCIAL ASSESSMENT

MARCH 2024

GRADE 12

1st CONTROLLED TEST

BUSINESS STUDIES

MARKS: 100

TIME: 1.5 HOURS

This paper consists of 8 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This question paper consists of THREE sections and covers THREE main 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.

- Read the instructions for each question carefully and take note of what is required.

Note that ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected in SECTION C will be marked.

- 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.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and the nature of each question to determine the length and depth of an answer.
- Use the table below as a guide for mark and time allocation when answering each question.

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

- Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
 - Write neatly and legibly.
- SECTION A (COMPULSORY)**

QUESTION 1

1.1 Various options are provided as answers to the following questions. Choose the answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, for example, 1.1.6 B.

1.1.1 A practical work experience that can lead to a recognised occupational qualification.

- A internship
- B SETA
- C skills development levy
- D learnership

1.1.2 Naidoo Supermarket sent out questionnaires to experts as part of their market research strategy. This is known as ...

- A Forced combination
- B Delphi technique
- C Brainstorming
- D Chair technique

1.1.3 The purpose of an interview is to ...

- A evaluate the skills and personal characteristics of the applicant.
- B avoid asking discriminatory types of questions.
- C prepare the venue for the interview.
- D invite possible candidates to apply for the vacancy.

1.1.4 Cathy Stores considered the advantages and disadvantages of each proposed solution. This problem-solving step is known as...

- A defining the problem
- B evaluating alternatives solutions
- C implementing the best solution
- D identifying alternatives solutions

1.1.5 The ...Strategy is responsible to develop short and long term workforce skills.

- A Public Relations
- B Rural Development
- C National Skills Development
- D Human Resources Development

(5 x 2) (10)

- 1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–J) next to the question numbers (1.3.1 to 1.3.5) in the ANSWER BOOK, for example, 1.3.6 K.

| COLUMN A | COLUMN B |
|-----------------------|--|
| 1.2.1 BEE | A senior manager considers alternative solutions before choosing the best one |
| 1.2.2 Tax evasion | B process of placing a job advertisement in the appropriate media |
| 1.2.3 Screening | C aims at inviting candidates to attend the interview |
| 1.2.4 Decision-making | D benefit a wider group of people |
| 1.2.5 Induction | E not fairly declaring the income of a business |
| | F group generates possible alternative solutions |
| | G aims at eliminating unsuitable applicants |
| | H falsify the business financial statements |
| | I benefit only a few previously disadvantaged people |
| | J a process of introducing new employees to the business and its related aspects |

(5 x 2) (10)

TOTAL SECTION A: 20

SECTION B

Answer ANY TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS ENVIRONMENTS (LEGISLATION & STRATEGIES)

- 2.1 State any TWO provisions of the Basic Conditions of Employment Act (BCEA). (2)
- 2.2 Identify the Act which is applicable to Moroka Traders in the statements below:
- 2.2.1 Customers have access to debt counselors. (2)
- 2.2.2 Customers are warned about the side effect of products (2)
- 2.3 Read the scenario below and answer the questions that follow.

KATLEO TRADERS (KT)

Katleo Traders attracts investors which enables the business to expand. KT appointed a well experienced resource manager. The management struggles to keep expenses low. Some of TK's products are similar to that of TEBZA.

- 2.3.1 Quote a strength and a weakness as elements of SWOTS analysis from the scenario above. (2)
- 2.4 Outline the strategic management process. (4)
- 2.5 Suggest ways in which a business can apply the following pillars of BBBEE:
- 2.5.1 Management Control (4)
- 2.5.2 Enterprise and Supply Development (4)

[20]

QUESTION 3: BUSINESS OPERATIONS (HUMAN RESOURCES)

- 3.1 Define the meaning of recruitment. (2)
- 3.2 Outline the selection procedure as a human resource activity. (2)
- 3.3 Read the scenario below and answer the questions that follow.

BATAUNG SECURITY SPECIALISTS (BSS)

Bataung Security Specialists (BSS) is known for providing outstanding security services in the Easter Cape. BSS signed employment contracts with the employees. The business also ensured that duties and responsibilities of employees are contained in their contracts. Employees of BSS complained of changes made to their contracts without their knowledge.

- 3.3.1 Quote TWO legal requirements of an employment contract from the scenario above. (2)
- 3.3.2 Discuss TWO reasons for termination of an employment contract. (6)
- 3.4 Discuss the implications of EEA on the Human Resources function. (4)
- 3.5 Evaluate the impact of frindge benefits to businesses. (4)

[20]

QUESTION 4: MISCELLANEOUS TOPICS

- 4.1 Describe ONE right of employers in terms of the Labour Relation Act, 1995 (Act 66 of 1995). (2)
- 4.2 Outline the purpose of Skill Development Act, 1998 (Act 97 of 1998). (4)
- 4.3 Read the scenario below and answer the question that follows.

FRANCOIS CONSULTING SERVICES (FCS)

Francois Consulting Services compares the positives and negatives then decide if the project is viable. FCS also decided that all members of the group randomly must make suggestions towards solving a problem.

- 4.3.1 Identify the TWO problem-solving techniques applied by FCS. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.2.1.

| PROBLEM-SOLVING TECHNIQUE | MOTIVATIONS |
|---------------------------|-------------|
| 1. | |
| 2. | |

- 4.4 Discuss the advantages of creative thinking in the workplace. (4)
- 4.5 Recommend ways in which businesses can create an environment that promotes creative thinking . (4)

[20]

TOTAL SECTION B: 40

SECTION C

Answer ANY ONE question in this section.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The Compensation for Occupational Injuries and Diseases Amendment Act, 1997 (Act 61 of 1997) COIDA is one of the Acts established in the interest of both the employer and employee. Businesses should know the impact of this Act on their operations to avoid consequences for non-compliance.

Write an essay on Compensation for Occupational Injuries and Diseases Amendment Act, 1997 (Act 61 of 1997) in which you include the following aspects:

- Outline the purpose of Compensation for Occupational Injuries and Diseases Amendment Act.
- Explain the impact of the COIDA on businesses.
- Discuss consequences of non-compliance to the Act.
- Recommend ways in which businesses can comply with COIDA.

[40]

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Ethical and professional behaviour assist businesses to avoid bad publicity. The King Code principles for good corporate governance provide guidelines on how businesses should behave ethically and professionally. Businesses must know how effective businesses practices should be conducted.

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

- Differentiate between *ethical* and *professional* behaviour.
- Discuss THREE unprofessional business practices that pose challenges to the businesses.
- Explain how businesses can apply the following King Code principles to improve ethical business conduct:
 - Accountability
 - Transparency
- Suggest ways in which professional, responsible, ethical, and effective business practice should be conducted.

[40]

TOTAL SECTION C: 40

GRAND TOTAL: 100