



education

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

**NATIONAL SENIOR CERTIFICATE
EXAMINATION**

GRADE 12

**BUSINESS STUDIES
MARCH 2025
CONTROLLED TEST 1**

MARKS: 100

TIME: 1Hr 30min

This question paper consists of 07 pages

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This question paper consists of **THREE** sections and covers all main topics.
SECTION A: COMPULSORY
SECTION B: Consists of **THREE** questions, answer any **TWO** questions from this section.
SECTION C: Consists of **TWO** questions. Answer only **ONE** question from this section

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

Note that **ONLY** the first **TWO** questions in **SECTION B** and the **FIRST** question 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 in full sentences.
- Use the mark allocation and 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
A: Multiple-choice questions, Matching items (COMPULSORY)	1	20	20 min.
B: THREE direct questions (Answer any TWO questions.)	2	20	40 min.
	3	20	
	4	20	
C: TWO Essay-type questions (Answer only ONE question.)	5	40	30 min.
	6	40	
TOTAL		100	90 MINUTES

- Begin the answer to **EACH** question on a **NEW** page, for example **QUESTION 1** – new page, **QUESTION 2** – new page, et cetera.
- Write neatly and legibly.

SECTION A: (COMPLUSORY)

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, for example 1.1.5 B.

1.1.1 This Act prevents discrimination on the grounds of race, gender, and disability in the workplace.

- A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- C Skills Development Act (SDA), 1998 (Act 97 of 1998)
- D Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)

1.1.2 The role of the interviewee during an interview is to...

- A make the interviewer feel at ease.
- B explain the purpose of the interview to the panel.
- C prepare responses for possible questions.
- D ask clarity-seeking questions about the position.

1.1.3 Thabo Enterprise uses fine print to hide misleading information when promoting their products. This is known as ... type of unethical business practice.

- A pricing of goods in rural areas
- B unfair advertising
- C taxation
- D fair advertising

1.1.4 The management of Alveo Bank ... the solution when they considered its advantages and disadvantages.

- A define
- B implements
- C identify
- D evaluates

1.1.5 Process of introducing new employees to a business/work environment.

- A selection
- B recruitment
- C induction
- D placement

(5 x 2) (10)

1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–G) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK, for example 1.2.5 H.

COLUMN A	COLUMN B
1.2.1 Creative thinking	A protects businesses against reckless lending and non-paying consumers
1.2.2 Force-field analysis	B includes office notice boards, management referrals and the intranet
1.2.3 National Credit Act	C the ability to think of original and innovative ideas.
1.2.4 Internal recruitment	D provides an opportunity in which the opinions of introverted employees are ignored
1.2.5 Retirement	E protects businesses against unfair court orders F includes printed media, electronic media and the internet G the employment contract is terminated because of age H the ability to find a solution to a problem by choosing a best course of action I the employment contract is terminated because of misconduct J provides a visual summary of all factors supporting and opposing a particular idea

(5x2) (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

- 2.1 List any FOUR pillars of the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003). (4)
- 2.2 Outline the role of SETAs in supporting the Skills Development Act (SDA), 1998 (Act 97 of 1998). (6)
- 2.3 Read the scenario below and answer the question that follows.

CAMILLA MANUFACTURERS (CM)
The management of CM failed to report serious incidents to the Commissioner on time. They also bribe their employees not to report injuries sustained while on duty. CM also refuses to send workers on training.

- 2.3.1 Identify the Act that is applicable in the scenario above. (2)
- 2.3.2 Quote TWO actions that can be regarded as discriminatory according to the Act identified in QUESTION 2.3.1. (2)
- 2.3.3 Advise the management of CM on penalties they could face for non-compliance with the Act identified in QUESTION 2.3.1. (6)

(20)

QUESTION 3: BUSINESS OPERATIONS

- 3.1 Name any FOUR aspects that should be included in an employment contract. (4)
- 3.2 Identify whether the following is a role of the interviewer or the interviewee:
- 3.2.1 Book and prepare the venue before the interview (2)
- 3.2.2 Listen carefully to questions before responding (2)
- 3.3 Read the scenario below and answer the question that follows.

LUTHO COMPUTING (LC)
Lutho Computing has provided new employees with a tour of the physical work environment. LC has also conducted training on policies and procedures with new candidates.

- 3.3.1 Identify the human resources activity implemented by LC in the scenario above. (2)
- 3.3.2 Explain other benefits of this human resources activity (based on your answer in QUESTION 3.3.1) for LC. (4)
- 3.4 Advise businesses on the impact of external recruitment. (6)
- (20)

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ROLES

- 4.1 State any FOUR problem - solving steps. (4)
- 4.2 Read the scenario below and answer the questions that follow

TSOMO ELECTRICIANS (TE)

Tsomo Electricians uses various problem-solving techniques to solve complex business problems. They invited a panel of experts to solve their business challenges. TE also divided staff members into small groups in which each staff member silently generated their own ideas before sharing it with others. Knowledge of the problem-solving steps is essential for TE.

- 4.2.1 Identify TWO problem-solving techniques applicable to TE. Motivate your answer by quoting from the scenario above.

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

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

(6)

BUSINESS OPERATIONS

- 4.3 Name any FOUR sources of internal recruitment. (4)
- 4.4 Advise businesses on the legal requirements of an employment contract. (6)
- (20)

TOTAL SECTION B [40]

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen. The answer to the question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

Businesses are required to have a sound knowledge of the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). They must also observe consumers' rights as outlined in the CPA. The implementation of this Act may have a direct impact on business operations, hence businesses must know how to comply with the Act.

Write an essay on the Consumer Protection Act (CPA) in which you include the following aspects:

- Outline the purpose of the Consumer Protection Act.
- Explain any FOUR rights of consumers in terms of the CPA.
- Discuss the impact of the CPA on businesses.
- Recommend ways in which businesses can comply with the CPA.

(40)

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

No matter the size, industry or level of profitability of an organization, business ethics are one of the most important aspects of long-term success. While you can show a lot in your first impression, it is always advisable to demonstrate that your business is professional. In this way, customers and other businesses will regard you as trustworthy and may consider your business when making decisions on who to do business with.

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

- Outline the differences between ethical and professional behaviour.
- Explain how the THREE types of unprofessional business practices pose challenges to businesses.
- Discuss ways in which businesses could deal with the types of unprofessional business practices explained in the question above in the workplace.
- Suggest ways in which professional, responsible, ethical and effective business practice should be conducted.

(40)

TOTAL SECTION C: [40]

GRAND TOTAL: 100