



JOHANNESBURG SOUTH DISTRICT

INNER CITY CLUSTER PAPER



GRADE 12

Stanmorephysics.com

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BUSINESS STUDIES

CONTROLLED TEST

MARKS: 100

TIME: 1½ HOURS

This question paper consists of 8 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. 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.

2. 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.
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 a guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME
A: Objective-type questions COMPULSORY	1	20	20 minutes
B: THREE direct/indirect-type questions CHOICE: (Answer any TWO)	2	20	
	3	20	40 minutes
	4	20	
C: TWO essay-type questions CHOICE: (Answer any ONE)	5	40	30 minutes
	6	40	
TOTAL		100	90 minutes

7. Begin the answer to EACH question on a NEW page, e.g. QUESTION 1- new page, QUESTION 2 – new page.
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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 This Act encourages businesses to invest in the education and training of South African workforce.

- A. Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
- B. Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- C. Labour Relations Act (LRA), 1995 (Act 66 Of 1995)
- D. Skills Development Act, 1998 (Act 97 of 1998)

1.1.2 The technicians at Trendy Traders lack the skill on how to install new computer programmes. This is an example of a/an in a SWOT analysis.

- A. Strength
- B. Weakness
- C. Opportunity
- D. Threat

1.1.3 The human resource manager at Sunshine Consultants prepares a job analysis during the process.

- A. Recruitment
- B. Placement
- C. Selection
- D. Interview

1.1.4 When the manager of Lethu Shop does not record the cash receipts transactions to avoid paying VAT, it is known as ...

- A. Tax evasion
- B. Non-tax disclosure
- C. Tax negligence
- D. Tax avoidance

1.1.5 A senior manager considers existing alternatives and decides on the best solution. This is known as ...

- A. Creative thinking
- B. Problem-solving
- C. Decision making
- D. Routine thinking

(5X2) (10)

1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write DOWN the CORRECT ALPHABET ONLY E.G. (A-J) next to the question numbers (1.2.1 – 1.2.5) in the ANSWER BOOK e.g. 1.2.6 K.

COLUMN A	COLUMN B
.2.1 Overtime	A. Choosing the force with the lowest score as a solution
.2.2 Force-field analysis	B. Compulsory benefit offered by businesses to its employees
.2.3 Problem solving	C. Promotes social development and helps alleviate poverty
.2.4 National Skills Development Strategy (NSDS)	D. Workers cannot work more than 10 hours overtime per week
.2.5 Pension Fund	E. The fringe benefit offered by businesses to its employees
	F. Various alternatives are considered before choosing the best one
	G. Summary of factors supporting and opposing a business solution
	H. Improves social development through economic development
	I. Workers cannot work more than 15 hours a week
	J. Alternative solutions are generated and critically evaluated

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.

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Name any THREE provisions of the Basic Conditions of Employment Act (BCEA), 1997. (3)

2.2 Outline the purposes of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (4)

2.3 Read the scenario below and answer the questions that follow.

MONDO MANUFACTURERS (MM)

Mondo Manufacturers specialise in the production of winter blankets. MM disposes of their chemical waste from the manufacturing process into the local river in order to save costs.

2.3.1 Name the PESTLE factor that is applicable to MM in the scenario above. Motivate your answer by quoting from the scenario (2)

2.3.2 Recommend ways in which MM can deal with the challenges posed by the PESTLE factor named in QUESTION 2.3.1. (4)

2.4 Discuss any TWO types of defensive strategies. (6)

[20]

QUESTION 3: BUSINESS OPERATIONS

3.1 State any FOUR sources of internal recruitment. (4)

3.2 Outline the selection procedure as an activity of the human resource function. (4)

3.3 Read the scenario below and answer the questions that follow.

KING ENTERPRISE (KE)

KE advertised the position of a financial manager. Five years' experience in financial management at a middle level is required. The successful applicant will be entitled to medical and house subsidy benefits. Payment of salary will be based on the Basic Conditions of Employment Act (BCEA).

3.3.1 Quote an example of a job description and job specification from the scenario above. (2)

3.3.2 Evaluate the impact of fringe benefits on businesses. (4)

3.4 Outline the role of the interviewer before the interview. (6)

[20]

QUESTION 4: BUSINESS ROLES

- 4.1 State any THREE steps of problem solving (3)
4.2 Read the scenario below and answer the questions that follow.

KHAYA CABINETMAKERS (KC)

Khaya Cabinetmakers has experienced a loss of profits in recent years. KC requested employees to divide themselves into smaller groups and silently generate ideas on how the product can be improved. Employee are also encouraged to use creative thinking skills to generate new ideas on how to increase profits.

- 4.2.1 Identify the problem-solving technique used by Khaya Cabinetmakers. Motivate your answer by quoting from the scenario (3)
4.2.2 Discuss the impact of the problem-solving technique identified in QUESTION (4)
4.3 Recommend ways in which businesses can create an environment that stimulates creative thinking in the workplace. (4)
4.4 Discuss the impact of Delphi technique. (6)



[20]

TOTAL SECTION B: 40

SECTION C

Answer ANY ONE question in this section.

QUESTION 5: BUSINESS ENVIRONMENT (LEGISLATION)

The Employment Equity Act (EEA), 1998 (Act 55 of 1998) was established to facilitate the transformation process in the workplace. The implementation of the EEA may have an impact on business operations. Businesses are compelled to comply with the requirements of this Act to avoid facing penalties for non-compliance.

Write an essay on Employment Equity Act in which you include the following aspects:

- Outline the purpose of the Employment Equity Act.
- Discuss the impact of the Employment Equity Act on business.
- Explain ways in which businesses can comply with the Employment Equity Act.
- Advise businesses on penalties they may face for non-compliance with this Act. **[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 meaning of professional behaviour.
- Explain how the following types of unprofessional business practices pose challenges to businesses.
 - Sexual harassment
 - Unauthorised use of workplace funds and resources
 - Abuse of work time
- Discuss ways in which businesses could deal with the THREE types of unprofessional business practices.
- Suggest ways in which professional, responsible, ethical and effective business practice should be conducted. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150