LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
EDUCATION

NATIONAL
SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES
CONTROLLED TEST
9 MARCH 2026

MARKS: 100

TIME: 1.5 hrs

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 TWO 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 first TWO questions in SECTION B and the FIRST question 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 for answers that are numbered incorrectly.

4. Except where other instructions are given, answers must be written in full sentences.

5. Use 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 (minutes)
A: Objective-type questions COMPULSORY	**1**	**20**	**20**
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	**2 3 4**	**40**	**35**
C: TWO essay-type questions CHOICE: Answer any ONE	**5 6**	**40**	**35**
TOTAL		**100**	**90**

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.

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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 The right to … outlines that businesses should honour credit vouchers and prepaid services, according to the Consumer Protection Act (CPA), 2008 (Act 68 of 2008).

A fair and honest dealings.
B reasonable terms and conditions.
C accountability from suppliers.
D equality in the consumer market.

1.1.2 When applying ------various alternatives solutions are generated

A Routine decision.
B Problem Solving.
C Creative thinking.
D Programmed Decision.

1.1.3 Multichoice educated their staff on the impact of fraud when dealing with … as a type of unprofessional business practice.

A abuse of work time
B sexual harassment
C unfair advertising
D unauthorised use of workplace funds

1.1.4 The process of matching a new employee's skills and abilities with the requirements of a job is known as …

A Placement
B interview
C Induction
D Training

1.1.5 Businesses apply the BBBEE pillar of … when black managers are included in the decision-making process.

A skills development
B management control
C socio-economic development
D enterprise and supplier development (ESD) (5 x 2) (10)

1.2 Complete the following statements by using the word(s) 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.

Job description; ethics ; National Skills; job specification; Force field analysis; Human Resource; SETAs; professionalism; Delphi; Skills Development.

1.2.1 The … development strategy aims to increase access to programmes that train people.

1.2.2 The component of job analysis that outlines the duties and responsibilities of the position is known as …

1.2.3 Business implements the necessary changes considering the pros and cons. This refers to… as a problem-solving technique.

1.2.4 The role of … is to draw up skills development plans for the specific economic sector.

1.2.5 A set of values that are morally acceptable when conducting business is referred to as…

(5 x 2) (10)

TOTAL SECTION A: 20

SECTION B

Answer ANY TWO questions in this section.

QUESTION 2 BUSINESS ENVIRONMENT

2.1 Name any FOUR provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

2.2 Outline the rights of employees in terms of Labour Relations Act, 1995 (Act 66 of 1995) (4)

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

Bakone Platinum Mine (BPM)

The management of Bakone Platinum Mine prevent employees from reporting injuries that happened while on duty. BPM is also aware that temporary employees are not covered by the Act. BPM deliberately contribute incorrect amounts to the Compensation Fund.

2.3.1 Quote TWO actions that are regarded as non-compliance to the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA),1997 (Act 61 of 1997) from the scenario above. (2)

2.3.2 Describe other actions regarded as non-compliance to COIDA. (4)

2.4 Suggest ways in which a business can comply with the Skills Development Act, 1998 (Act 97 of 1998). (6)

[20]

QUESTION 3 BUSINESS OPERATIONS.

3.1 Name any TWO aspects that should be included in an employment contract. (2)

3.2 Outline the role on the interviewer before the interview. (4)

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

BDC DECO & CATERING (BDC)

BDC provides deco and catering services to clients around Tzaneen. Livhu, the office administrator, is paid according to the number of hours spent at work. Lindel, the event coordinator, receives her salary based on the number of events she worked on.

Identify TWO salary determination methods used by BDC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3

SALARY DETERMINATION METHODS	MOTIVATIONS

(6)

3.4 Discuss the benefits of induction for businesses. (4)

3.5 Advise businesses on the impact of the external recruitment method. (4)

[20]

QUESTION 4 BUSINESS ROLES

4.1 Name any FOUR problem solving steps. (4)

4.2 Outline the differences between ethical behaviour and professional behaviour. (4)

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

NARIVA TRADING LIMITED (NTL)

NTL sells quality, designer clothing. The employees and shareholders of NTL are aware of the employment policies of the business. Accurate annual reports were presented to the shareholders at the annual general meeting. The employees use polite language to colleagues.

Identify TWO King Code principles for good corporate governance applied by NTL. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.3

KING CODE PRINCIPLES	MOTIVATIONS

(6)

4.4 Recommend ways in which business professional, responsible, ethical and effective business practice should be conducted. (6)

[20]

TOTAL SECTION B: 40

SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question chosen. The answer to EACH 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)

The Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003) is one of the popular Acts that benefits both businesses and designated groups. Businesses should know the impact of the Act on their operations to avoid penalties for non-compliance. The businesses should be aware of what they should do to comply with the Act.

Write an essay on the Broad-Based Black Economic Empowerment Act in which you include the following aspects:

- Outline the purpose of the Broad-Based Black Economic Empowerment Act.
- Explain the impact of the BBBEE Act for businesses.
- Discuss penalties that businesses may face for non-compliance with BBBEE.
- Suggest ways in which businesses can comply with BBBEE. **[40]**

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM-SOLVING)

Businesses need to identify problems that affect their operations in order to make informed decisions. They must also create an environment that promotes creative thinking to enjoy the benefits of creativity in the workplace. The Delphi technique and the force-field analysis enable businesses to solve complex business problems.

Write an essay on creative thinking and problem-solving in which you include the following aspects:

- Outline the differences between *problem-solving* and *decision-making.*
- Explain ways in which businesses can create an environment that promotes creative thinking in the workplace.
- Discuss the advantages of creative thinking in the workplace.
- Advise businesses on how they could apply the following problem-solving techniques to solve complex business problems:
    - Delphi technique
    - Force-field analysis **[40]**

TOTAL SECTION C: 40

GRAND TOTAL: 100

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