Department:
Education
PROVINCE OF KWAZULU-NATAL

GRADE 12

NATIONAL SENIOR CERTIFICATE

BUSINESS STUDIES

COMMON TEST

MARCH 2022

MARKS: 100

TIME: 1.5 hours

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections.

   SECTION A: COMPULSORY
   SECTION B: Consists of THREE questions
   Answer any TWO of the three questions in this section. Consists
   SECTION C: 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.

   Note that ONLY the first TWO questions answered in SECTION B and the first question answered 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 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 (minutes)
A: Objective-type questions COMPULSORY	1	20	20
B: THREE direct/indirect-type questions	2	20	20
	3	20	20
CHOICE: Answer ANY TWO Answer any TWO.	4	20	20
C: TWO essay-type questions	5	40	30
CHOICE: Answer ANY ONE	6	40	30
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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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 – 1.1.5 in the ANSWER BOOK, e.g. 1.1.6 D

1.1.1 The purpose of ... is to promote collective bargaining at the work place.

A. Employment Equity Act (EEA), 1998 (Act 55 of 1998)
B. Labour Relations Act (LRA), 1995 (Act 66 of 1995)
C. Basic Conditions of Employment Act (BCEA) 1997 (Act 75 of 1997
D. Consumer Protection Act (CPA), 2008 (Act 68 of 2008)

1.1.2 Human Resource Management conduct this process to determine the nature of the job and duties for employee to perform.

A. Interview
B. Selection
C. Placement
D. Job analysis

1.1.3 Application of brainstorming problem solving includes:

A. Requesting panel to individually respond to questions
B. Listing all pros and cons forces that will support and resist change
C. Requesting all members to randomly make suggestions which are recorded on a flip chart
D. Individuals are divided into smaller groups where they silently brainstorm as many ideas before sharing them with the entire group.

1.1.4 An employee is entitled to ten (10) consecutive day's ... after birth of his/her child irrespective of gender.

A. parental leave
B. annual leave
C. paternity leave
D. maternity leave

A. Word of mouth
B. Recommendation of current employee
C. Job posting on a staff notice board
D. Recruitment agencies

(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
1.2.1 Right to privacy and confidentiality	A. Addresses skills shortages in the South African workforce.
1.2.2 Decision making	B. Workers are paid according to the number of hours spent on a task
1.2.3 Human Resource Development Strategy	C. Alternatives are generated/ identified and critically evaluated
1.2.4 Ethical business practice	D. Increase the skills of the public sector to improve service delivery
1.2.5 Piecemeal	E. Management may not use clients and employees information for personal gain
	F. Consumers can complain to customer care desk
	G. Workers are paid according to number of items / units produced
	H. Clients and employees information is not used for business benefit
	I. Various alternatives are considered before choosing the best one.
	J. Consumers have a right to stop unwanted direct marketing

(5x2) (10)

TOTAL SECTION A: [20]

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SECTION B

Answer ANY TWO questions in this section.

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 the NEW page.

QUESTION 2: BUSINESS ENVIRONMENTS

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

2.2 Read the scenario below and answer the questions that follow:

COURIER BANK (CB)
Courier Bank grants loan to their customers. CB charges different interest rates to customers based on race. They also blacklist customers without making effort to recover debt.

2.2.1 Identify the Act that is applicable to the scenario. (1)

2.2.2 Quote ONE action of non-compliant with the Act identified in QUESTION 2.2.1 by CB. (1)

2.2.3 Suggest to the management of CB on ways in which businesses can comply with Act identified in QUESTION 2.2.1. (4)

2.3 Explain how SETAs are funded. (4)

2.4 Discuss the impact of Compensation for Occupational Injuries and Diseases Amendment Act, 1997 (Act 61 of 1997) on businesses. (6)
[20]

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QUESTION 3: BUSINESS OPERATIONS

3.1 State any FOUR aspects of employment contract. (4)

3.2 Explain screening as part of selection procedure. (4)

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

MFUNDO BOOK DISTRIBUTORS (MBD)

The Human Resources manager of Mfundo Book Distributors has appointed three employees for the delivery of books. The new employees were introduced to key people and colleagues. They were also informed about the safety regulations and rules of the business.

3.3.1 Quote TWO aspects of induction from the scenario above. (2)

3.3.2 Describe the purpose of induction in a business. (6)

3.4 Advise businesses on implications of Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resources function. (4)

QUESTION 4: (MISCELLANOUS TOPICS)

BUSINESS OPERATIONS

4.1 State FOUR reasons for the termination of an employment contract. (4)

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

ZETHEMBE ENTERPRISE

Shawn has been invited for an interview at Zethembe Enterprises. Mr Smith the Human Resources manager introduced the panel to Shawn. During the interview, Shawn maintained good eye contact with the panel

4.2.1 Quote ONE role of interviewer and ONE role of interviewee from the scenario above. (2)

Use the table below to answer QUESTION 4.2.1.

ROLE OF INTERVIEWER	ROLE OF INTERVIEWEE
1.	1.

4.2.2 Discuss the negative impact of fringe benefits on businesses (6)

BUSINESS ROLES

4.3 Explain the impact of force field analysis as a problem solving technique. (4)

4.4 Recommend ways in which businesses can create an environment that stimulates creative thinking. (4)

(20)

TOTAL SECTION B: [40]

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SECTION C

Answer ANY **ONE** question in this section.

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

QUESTION 5: BUSINESS ENVIRONMENT: (LEGISLATION)

The Employment Equity Act (EEA), (Act 55 of 1998) and Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act of 53 of 2003) were introduced by the South African government to promote/ ensure equal access to work place irrespective of gender, race and disability. Business are obliged to apply the pillars of the BBBEE as stipulated in the Act. Non-compliance with BBBEE may lead to severe penalties.

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

- Outline the purpose Employment Equity Act
- Explain the impact of EEA on businesses
- Discuss ways in which businesses could apply the following pillars of Broad-Based Black Economic Empowerment Act (BBBEE)
  - Management control
  - Enterprise and Supplier Development
- Advise businesses on penalties for non-compliance to BBBEE **[40]**

QUESTION 6 BUSINESS ROLES: (ETHICS AND PROFESSIONALISM)

Businesses develop and implement a code of conduct to regulate the behavior of their employees in the workplace. They also strive to improve their corporate governance by complying with the King Code principles

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

- Outline the differences between ethical and professional behavior in the work place.
- Explain outline ways in which professional, responsible, ethical and effective business practice should be conducted.
- Discuss strategies that businesses can apply to deal with sexual harassment and unauthorised use of business funds and resources in the workplace.
- Advise businesses on how they can apply King Code principles for good corporate governance to improve ethical business practice

[40]
TOTAL SECTION C: 40

GRAND TOTAL: 100

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