education

Department:
Education
PROVINCE OF KWAZULU-NATAL

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES

COMMON TEST

MARCH 2019

MARKS: 100

TIME: 1 hour

This question paper consists of 7 pages.

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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. Choose any **TWO** questions.

   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 particular note of what is required.

3. Number the answers correctly according to the numbering system used in this question paper.

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

5. Use the mark allocation and the nature of each question to determine the length of an answer.

6. Use the table below as a guide for marks and time allocation when answering each question.

QUESTION	SECTION	MARKS	TIME
1	A: Multiple-choice questions and matching COMPULSORY	20	10 minutes
2, 3 and 4	B: THREE Direct questions. (Choose any TWO questions)	40	20 minutes
5 and 6	C: TWO questions. (Choose any ONE of the TWO questions)	40	30 minutes
TOTAL		100	60 minutes

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SECTION A: (COMPULSORY)

QUESTION 1

1.1 Each of the following statements/questions is followed by FOUR options, only ONE of which is correct. Choose the correct option and indicate this by placing the letter of the alphabet that corresponds to it next to the number.

For example 1.1.6 E

1.1.1 This Act makes provision for the establishment of the Commission for Conciliation, Mediation and Arbitration.

A Labour Relations Act, 1995 (Act 66 of 1995)
B Employment Equity Act, 1998 (Act 55 of 1998)
C National Credit Act, 2005 (Act 34 of 2005)
D Compensation for Occupational Injuries and Diseases Act, 1997 (Act 61 of 1997)

1.1.2 The process of determining which applicant will be best suited for a specific job.

A Recruitment
B Selection
C Interviews
D Placement

1.1.3 Which industrial tool would CHECKMEAT most likely use when they analyse the challenges in the market environment?

A Balance Scorecard
B Porter's Five Forces
C PESTLE
D Scamper

1.1.4 The problem-solving technique that allows a manager to find solutions on his/her own.

A Brainstorming
B Delphi
C Forced combination
D Empty chair

1.1.5 An example of unprofessional and unethical behaviour is …

A increasing prices in line with competitors
B employing unskilled workers
C selling second hand goods as new
D finding a substitute for a competitor's product. (5 x 2)(10)

1.2 Choose a term from **COLUMN A** that matches a description in **COLUMN B**. Write only the letter (A-J) next to the question number (1.2.1 - 1.2.5) in your **ANSWER BOOK.**

	COLUMN A		COLUMN B
1.2.1	National Credit Act	A.	Process of introducing a new employee to their job and working environment.
1.2.2	Induction	B.	Creates awareness of consumer rights.
1.2.3	Retrenchment	C.	An attempt not to pay tax.
1.2.4	Tax evasion	D.	This is a result of misconduct at the workplace.
1.2.5	Delphi technique	E.	Applicable to businesses that offer goods or services on credit.
		F.	Activities aimed at finding and attracting job candidates who have the necessary knowledge to fill a job.
		G.	Invite a panel of carefully selected experts to participate.
		H.	Regular payment of tax to SARS.
		I.	An example of a defensive strategy.
		J.	New ideas are generated as a set of questions are studied.

(5 x 2) (10)

TOTAL SECTION A: [20]

SECTION B

Answer any **TWO** questions from this Section.

QUESTION 2

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

JABULANI MANUFACTURERS (JM)

Jabulani employs 10 workers who are responsible for producing its products. All employees are expected to undergo regular training. JM only gives younger employees the opportunity to learn new skills. Female employees are also excluded from attending training programmes.

2.1.1 Identify the Act that is applied by Jabulani Manufacturers. (2)

2.1.2 Quote actions in the scenario above that may be regarded as discriminatory by the Act identified in QUESTION 2.1.1. (2)

2.2 Discuss the advantages of the Employment Equity Act (ACT 55 of 1998) on businesses. (8)

2.3 List any FOUR components of the PESTLE analysis. (4)

2.4 Justify market development as an intensive strategy for business. (4)
[20]

QUESTION 3

3.1 State FIVE aspects that should be included in the employment contract. (5)

3.2 Distinguish between job description and job specification. (4)

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

FASHION FANCY (PTY) LTD (FF)

The financial manager of Fashion Fancy (Pty) Ltd recently resigned. Nelly, the human resources manager, needs to find a new replacement. Nelly compiled a detailed job description and job specification before advertising the position. She advertised the position on the business's notice board.

3.3.1 Identify the type of recruitment used by Fashion Fancy (Pty) Ltd. Motivate your answer by quoting from the scenario above. (3)

3.3.2 Explain the advantages of the type of recruitment identified in QUESTION 3.3.1. (4)

3.4 Evaluate the positive impact of fringe benefits on businesses. (4)
[20]

QUESTION 4

4.1 Read the following scenario and answer the questions that follow.

MJ FURNITURE (MJF)

The management of MJ Furniture wants to change the design of some of their furniture. The employees were invited to help solve the problem. They were requested to suggest new ideas in a large group without working individually.

4.1.1 Identify the problem-solving technique used by the management of MJ Furniture. (2)

4.1.2 Discuss the advantages of the problem-solving technique identified in QUESTION 4.1.1. (6)

4.2 Distinguish between *decision making* and *problem solving*. (8)

4.3 Recommend TWO ways in which a business can create an environment that promotes creative thinking. (4)
[20]

TOTAL SECTION B: [40]

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SECTION C

ANSWER ANY ONE QUESTION FROM THIS SECTION.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The Compensation for Occupational Injuries and Diseases Amended Act, 1997 (Act 61 of 1997) recognises that some occupations are dangerous and expose workers to health risks. Businesses are expected to comply with this Act.

With reference to the statement above:

- Discuss the nature of COIDA.
- Explain the rights of employees as outlined in the Act.
- Outline ways in which businesses can comply with the Act.
- Analyse the impact of COIDA on businesses. **[40]**

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

The King Report and King Code defines corporate governance as "the exercise of ethical and effective leadership by the governing body". This is why the King Report and King Code is so important – it sets out what ethical and effective leadership is.

Refer to the statements above and write an essay in which you include the following aspects:

- Outline FIVE ways in which professional, responsible, ethical and effective business practice should be conducted.
- Distinguish between professional behaviour and ethical behaviour.
- Describe how the pricing of goods in rural areas, sexual harassment and unauthorised use of funds and resources pose a challenge in a business.
- Recommend ways in which businesses may address each of the abovementioned unethical business practices. **[40]**

TOTAL FOR SECTION C: [40]

GRAND TOTAL: [100]

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