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**EKURHULENI NORTH DISTRICT
BUSINESS STUDIES-GRADE 12
MARCH 2024 CONTROLLED TEST**

TIME: 1.5 HOURS

MARKS: 100

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers term 1 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 two questions in this section.

2. Read the instructions for each question carefully and take note of what is required.
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 (minutes)
A: Objective -type questions COMPULSORY	1	20	20
B: THREE direct/indirect -type questions Answer any TWO	2,3,4	40(2X20)	40
C: TWO essay- type questions. Answer any ONE	5,6	40	30
TOTAL		100	90

7. You may use a non -programmable calculator.
8. 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 number (1.1.1–1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

Choose the correct answer from the options given. Write only the correct letter ne

- 1.1.1 James Construction pays the employees for the number of hours worked. This is a ...method of salary determination
- A. time-related
 - B. piecemeal
 - C. quantity related
 - D. hourly related
- 1.1.2 ... is a formal procedure conducted with shortlisted candidates to fill a vacant position
- A. induction
 - B. training
 - C. interviews
 - D. recruitment
- 1.1.3 Tumi Plastic Bottle Manufacturers does not declare all its income to SARS with the aim of paying less tax. This is known as....
- A. tax evasion.
 - B. tax avoidance
 - C. tax penalty
 - D. tax concession
- 1.1.4 This problem- solving technique involves silent brainstorming
- A. delphi
 - B. nominal group
 - C. brainstorming
 - D. force field analysis
- 1.1.5 The ...strategy aims at decreasing the business's dependency on the supplier.
- A. intensive integration
 - B. backward vertical integration
 - C. horizontal integration
 - D. forward vertical integration

(5x2=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 number (1.2.1–1.2.5) in the ANSWER BOOK, for example 1.1.6 E

LRA; management ; problem solving ; ethical; COIDA ;
professional ; induction ; decision making; placement ; evaluation

1.2.1 The ... compensates workers for injuries in the workplace

1.2.2 The strategic ... process involves conducting an environmental analysis.

1.2.3 The...procedure matches the position and the competencies of the employee

1.2.4 The employees of James Consultants show... behaviour, as they apply the business code of conduct when dealing with clients.

1.2.5 Funky Fashions uses ... to generate alternate solutions

(5x2)=10

Total for Section A =20

QUESTION 2

2.1 Name any THREE consumer rights (3)

2.2 Read the scenario below and answer the questions that follow

GLITTERSTONE JEWELLERY MANUFACTURERS(GJM)

GJM ensures that they comply with all labor legislation. Workers are paid for the three extra hours that they work per day. All the pillars of BBBEE has been applied in the business. It has been brought to the attention of management that some employees are using the internet to print out pictures for their children's school projects without any permission granted to do so.

2.2.1 Identify the provision of the BCEA mentioned in the scenario. Motivate your answer by quoting from the scenario above. (3)

2.2.2 Discuss hours of work as a provision of the BCEA (4)

2.3 Explain how management control can be applied as a pillar of BBBEE by a business (6)

2.4 Suggest ways in which a business can conduct professional, responsible, ethical and effective business practices. (4)

Total 20

QUESTION 3

- 3.1 List any TWO aspects that should be included in an employment contract (2)
- 3.2 Read the scenario below and answer the questions that follow

Value Traders (VT)

Value Traders has advertised a vacancy for an administrative assistant on their staff noticeboard .All shortlisted candidates will be notified of their interviews by the Human Resources manager The successful candidate should meet the following requirements:

- Managing and distributing information
- Excellent computer skills
- Answering phones and minutes taking
- Good interpersonal relations

- 3.2.1 Quote TWO example of job description and job specification from the scenario above

Use the table as a guide to answer Question 3.1.1 (4)

Job Description	Job Specification

- 3.2.2 Explain the role of the interviewee during the interview (4)
- 3.3 Describe how a business can apply force field analysis to their business (6)
- 3.4 Advice businesses on the positive impact of brainstorming (4)

Total 20

QUESTION 4: Miscellaneous

- 4.1 Identify the Labour Legislation in the statements below
- 4.1.1 Thandi Tile Manufacturers encourages their employees to participate in learnerships
- 4.1.2 Promotes collective bargaining at the workplace
- 4.1.3 Ensures equal representation of all population groups in the workplace (6)
- 4.2 Discuss the negative impact of fringe benefits (4)
- 4.3 Describe pricing in rural areas as an unethical business practice (6)
- 4.4 Advice businesses on the advantages of diversification strategies (4)

Total 20

Total for Section B = 40

SECTION C

Read the following preambles and answer only ONE essay question

QUESTION 5

Human resource managers play an important role in recruiting and selecting the best employees. They ensure all processes are followed when contracts are terminated, and they also develop an induction program

Provide a detailed account of the following human resource aspects:

- Outline the steps in the selection procedure
 - Explain the positive impact of external recruitment on a business
 - Describe the reasons for the termination of an employment contract
 - Advise the business on the purpose of induction
- (40)**

QUESTION 6

BUDDY BUILDING SUPPLIES(BBS)

The management of BBS wants to improve the quality of their tiles because of the various complaints from their retail outlets. They have decided to apply the Delphi technique to solve their problem. They also want their employees to work in an environment that stimulates creative thinking

In light of the above preamble write an essay in which you include the following aspects:

- Outline the differences between problem solving and decision making
 - Discuss the advantages of creative thinking in the workplace
 - Describe how Buddy Building Supplies should apply the Delphi technique to solve their business problem
 - Recommend ways in which Buddy Building Supplies may create an environment that stimulates creative thinking in the workplace.
- (40)**

Total for Section C = 40