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**KWAZULU-NATAL PROVINCE**

**EDUCATION**  
REPUBLIC OF SOUTH AFRICA

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**BUSINESS STUDIES**

**COMMON TEST**

**APRIL 2021**

**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.

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 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 be 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)
<b>A: Objective-type questions COMPULSORY</b>	1	20	20
<b>B: THREE direct/indirect- type questions CHOICE: Answer ANY TWO</b>	2	20	20
	3	20	20
	4	20	20
<b>C: TWO essay-type questions CHOICE: Answer ANY ONE</b>	5	40	30
	6	40	30
<b>TOTAL</b>		100	90

7. Begin the answer to EACH question on a NEW page, e.g. QUESTION1 –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 aims at targeting inequality in the South African economy.

- A. Skills Development Act, 1998 (Act 97 of 1998)
- B. Employment Equity Act, 1998 (Act 55 of 1998)
- C. Labour Relations Act, 1995 (Act 66 of 1995)
- D. Broad –Based Black Economic Empowerment Act 2003,(amended in 2013)

1.1.2 This is a human resources function activity whereby a new employee is introduced to the business and its related aspects:

- A. Placement
- B. Screening
- C. Induction
- D. Sifting

1.1.3 Reduction in the number of employees due to operational reasons.

- A. Retrenchment
- B. Redundancy
- C. Retirement
- D. Resignation

1.1.4 ... refers to the principles of right and wrong/ acceptable in society.

- A. Professional behaviour
- B. Unprofessional behaviour
- C. Unethical behaviour
- D. Ethical behaviour

1.1.5 The problem solving technique where each member of a group first generates his/her ideas and then share with other members

- A. Delphi
- B. Empty chair
- C. Nominal group technique
- D. Force field analysis

**(5x2) (10)**

- 1.2 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A-J) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g.1.2.6 K

COLUMN A	COLUMN B
1.2.1 National Credit Act	A. Describes key performance area/ tasks for a specific job.
1.2.2 Right to disclosure and information	B. Establishes a National Consumer Commission
1.2.3 Job specification	C. Eliminates unsuitable candidate
1.2.4 Screening	D. Business should not mislead consumers on pricing, benefits /uses of goods
1.2.5 Abuse of work time	E. Is an example of unethical business practice
	F. Makes provision for establishment of National Credit Regulator (NCR)
	G. Describes key qualifications/ skills of the person who will fill a vacancy
	H. Business should label products and trade descriptions correctly
	I. Is an example of unprofessional business practice
	J. Selects suitable candidate for the vacant post

(5x2) (10)

**SECTION B**

Answer ANY TWO questions from 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 a new page.

**QUESTION 2: BUSINESS ENVIRONMENTS**

2.1 State any TWO pillars of Broad-Based Black Economic Empowerment Act (BBBEE), 2003, amended in 2013. (2)

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

**TOK TOK SERVICES(TTS)**

TOK TOK Services operates as a call centre. Their employees work 10 hours per day during a 5-day work week. They are not paid for extra hours worked.

2.2.1 Identify the provisions of Basic Condition of Employment Act (BCEA), Act No 75 of 1997 violated by TOK TOK Services. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer question 2.2.1

PROVISION	MOTIVATION

(6)

2.2.2 Explain to the management of TOK TOK Services the ways in which they can comply with the Basic Conditions of Employment Act (BCEA), Act No 75 of 1997. (4)

2.3 Discuss the penalties for non-compliance with National Credit Act, 2005 (Act No 34 of 2005) (4)

2.4 Evaluate the impact of Labour Relations Act, 1998 (act 55 of 1998) on businesses. (4)

**[20]**

**QUESTION 3: BUSINESS OPERATIONS**

- 3.1 List FOUR sources of external recruitment (4)
- 3.2 Read the scenario below and answer the questions that follow

**TIP TOP SUPPLIERS (TTS)**

TTS advertised for a vacancy for a financial manager in the local newspaper. The Human Resources manager of TTS sorted the application forms received according to pre-determined criteria. The shortlisted candidates were invited for the interview.

- 3.2.1 Quote TWO steps of the selection procedure mentioned in the scenario above. (2)
- 3.2.2 Describe any other steps of the selection procedure. (4)
- 3.3 Explain the role of interviewer when preparing for an interview. (6)
- 3.4 Advise the Human Resources manager on the legalities of an employment contract. (4)
- [20]**

**QUESTION 4: (MISCELLANEOUS TOPICS)****BUSINESS ROLES**

- 4.1 State any TWO King Code principles for good corporate governance (2)
- 4.2 Explain the difference between problem solving and decision making (8)

**BUSINESS OPERATIONS**

4.3 Read the scenario below and answer the question that follows.

**SAXON MANUFACTURERS (SM)**

The machinists at SM are paid according to the number of shirts completed in a week. The management is paid according to the hours worked in a month.

Identify the salary determination method that SM applied to the machinists and the managers. Motivate your answer by quoting from the scenario. (6)

Use the table below as a GUIDE to answering QUESTION 4.3

	<b>SALARY DETERMINATION METHOD</b>	<b>MOTIVATION</b>
Machinists		
Management		

4.4 Analyse the positive impact of fringe benefits on business. (4)

**[20]**



**SECTION C**

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

**NOTE:** Clearly indicate the QUESTION NUMBER of the chosen question and start your answer on a new page.

**QUESTION 5: BUSINESS ENVIRONMENT: (LEGISLATION)**

By law, businesses must have clear plan on how are they going to execute Skills Development Act (SDA). However, SDA implementation must be in line with National Skills Development Strategy (NSDS).

Write an essay on Skills Development Act, 1998 (Act 97 of 1998) in which you include the following aspects:

- Explain the purpose of the Skills Development Act (SDA).
- Describe role/ functions of SETAs in supporting the Skills Development Act (SDA), 1998 (Act 97 of 1998).
- Differentiate between National Skills Development Strategy (NSDS) and Human Resources Development Strategy (HRDS).
- Recommend ways in which businesses can comply with Skills Development Act (SDA).

[40]

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

It is of crucial importance that businesses have processes and problem solving techniques in place to overcome the challenges to solve business related problems. Management should provide an environment that will stimulate creative thinking in the workplace to maximise its benefits.

Consider the statement above and provide a detailed account on the following aspects:

- Outline the problem-solving steps.
- Explain how businesses can apply the following problem solving techniques
  - Delphi technique
  - Brainstorming
- Discuss advantages of creative thinking in the workplace
- Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace

[40]

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 100**