

GREENBURY SECONDARY SCHOOL

BUSINESS STUDIES – GRADE 12

MARCH CONTROL TEST - 2015

EXAMINER : A.RAJOO

MODERATOR: R.GOVENDER

DURATION: 1½ HOUR

MARKS : 100

INSTRUCTIONS TO LEARNERS:

1. This paper consists of THREE sections and covers term 1 work completed.
2. **SECTION A – COMPULSORY**
SECTION B – Consists of THREE questions , choose any TWO questions.
SECTION C – Consists of TWO essay questions , choose any ONE essay.
3. Consider the time allocation for each question.
4. Number the answers correctly according to the numbering system used in this question paper.
5. Start each section question/s on a new page.
6. This question consists of 5 pages
7. Use the table below as a guide for marks and time allocation.

SECTION	NO.		MARKS	TIME
A	1.1	Multiple Choice	10	10 minutes
	1.2	Choose from brackets	10	
B	2	Answer any TWO questions	20	25 minutes
	3	from this section	20	25 minutes
	4		20	25 minutes
C	5	Answer any ONE essay question	40	30 minutes
	6			

SECTION A (COMPULSORY)

QUESTION 1:

1.1 Four options are provided as possible answers to the following questions.

Choose the correct answer and write the letter only. Eg. 1.1.3 A

1.1.1 A score card is used to assess how well a business complies with the requirements of _____.

- A) ETQA
- B) SETA
- C) BBBEE
- D) Employment Equity

1.1.2 Dumping of toxic waste into rivers , lakes , dams and the sea is a good example of a/an _____ issue.

- A) Dumping
- B) Inclusivity
- C) Political
- D) Environmental

1.1.3 Which ONE of the following will most likely to be included in a salary advice?

- A) Property rates
- B) Housing allowance
- C) Electricity payments
- D) Bank charges

1.1.4 The _____ provides for a system of credits that learners receive when they complete learnerships.

- A) SETA
- B) NQF
- C) EEA
- D) BCEA

1.1.5 This ACT prohibits unfair discrimination in the workplace.

- A) Labour relations act
- B) Compensation for occupational and diseases act
- C) Employment equity act
- D) BBBEE

(5 X 2 =10)

1.2 Choose the correct word/s from those given in brackets. Write ONLY the word/s next to the question number.

- 1.2.1 The business (**mission/goal**) states what you intend to do to achieve the vision.
1.2.2 The (**Porter's Five Forces/ King Code**) was introduced to enhance corporate governance because of the prevalence of corruption and unethical business practice.
1.2.3 A (**strike /lock-out**) is when employees are denied access to the business premises while a dispute resolution process is in progress.
1.2.4 (**Labour inspectors/labour agents**) are appointed to ensure that businesses are complying with the BCEA.
1.2.5 (**Inclusivity/Equity**) is giving everyone an equal opportunity.

(5 x 2 =10)

SECTION B –(Choose any TWO questions only)

QUESTION TWO :

2.1 List 5 points that should be included in an induction programme. (5)

2.2 Define unethical advertising and give an example to illustrate its meaning. (4)

2.3 Read the extract below , taken from the payslip of the employees of SANLAM LTD.

Income		Deductions	
Gross salary	R 48 000	Income tax	R 3 800
		UIF	R 35
		Pension fund	R 1 354
		Medical aid fund	R 1 800
		Membership fee- Trade union	R 65

2.3.1 Calculate the NET SALARY that this worker earns. (3)

2.3.2 Differentiate between the concepts gross salary and net salary. (4)

2.3.3 Name TWO deductions on the payslip which are NOT compulsory according to the Basic Conditions of Employment Act. (4)

(20 marks)

QUESTION THREE:

3.1 Read the following scenario and answer the questions that follow:

Quest deals with recruiting , up skilling and managing careers of thousands of people. It is through flexibility of thought and action that has led the way in transforming its industry, its people and the business in which they are placed. By creating employment, developing skills and improving the productivity and profitability of its clients they are setting themselves and all its stakeholders for success.

- 3.1.1 According to the case study, “Quest develops skills and improve productivity through training.”
Briefly explain the purpose of Skills Development Act . (Act 97 of 1997) (10)
- 3.1.2 Explain the difference between the National Qualifications Framework and Learnerships. (4)
- 3.1.3 Quest ensures that employment opportunities are created. Outline the purpose of the Employment Equity Act. (Act 55 of 1998) (6)

(20 marks)

QUESTION FOUR:

- 4.1 List four (4) ways in employment can be terminated. (4)
- 4.2 Explain the following principles of professionalism:
- 4.2.1 Respect
- 4.2.2 Integrity (4)
- 4.3 Discuss how pricing of goods in rural areas and sexual harassment could challenge ethical and professional behavior. Also recommend how these forms of unethical behaviour can be addressed by business. (12)

(20 marks)

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GREENBURY SECONDARY SCHOOL
BUS 57 - GRADE 12
MEMORANDUM

QUESTION ONE:

- 1.1.1 C ✓
1.1.2 D ✓
1.1.3 B ✓
1.1.4 B ✓
1.1.5 C ✓

- 1.2.1 MISSION ✓
1.2.2 KING CODE ✓
1.2.3 LOCK-OUT ✓
1.2.4 LABOUR INSPECTORS ✓
1.2.5 INCLUSIVITY ✓

QUESTION TWO:

- 2.1 * tour of the premises and introduction to key people ✓
* provide conditions of employment ✓
* administrative details ✓
* safety regulation ✓
* job discussion - what is expected of you ✓

- 2.2 Providing misinformation/misleading information about a product/service
EG. Selling a second hand item as new. ✓

2.3.1 $48\ 000 - (3\ 800 + 35 + 1354 + 1\ 800 + 65) = 40\ 946$ ✓

- 2.3.2 Gross salary - earnings before any deductions ✓
Net salary - take home pay- salary after deductions ✓

- 2.3.3 medical aid and membership fees for trade union ✓

Question three:

- 3.1.1 * develop skills to improve productivity ✓
* get business to invest in education and training of workers ✓
* encourage business to improve the skills of workers ✓
* improve the chances of disadvantaged people of getting a job ✓
* redress the disadvantages through education and training ✓

- 3.1.2 NQF- a framework that classifies the levels of occupational qualifications
Learnerships - theoretical and practical training that can lead to recognized occupational qualifications. ✓

- 3.1.3 * prohibits unfair discrimination in the workplace ✓
* putting in place affirmative action measures ✓
* Employers must draw up and implement EEA plans ✓

Question four:

- 4.1 * resignation ✓
* retirement ✓
* dismissal ✓
* retrenchment ✓

- 4.2 respect- respect the dignity and image of the profession / organization
Integrity- Work with honesty ✓

4.3

- Pricing of goods in rural areas
- Prices of goods and services in the rural areas are higher than those in the urban areas. ✓
- Little or no competition (no other sellers) some businesses are the only suppliers of goods and services, therefore they charge higher prices. ✓
- Lack of infrastructure results in businesses having no competition. ✓
- Lack of monitoring by regulatory bodies on legislated/recommended prices. ✓
- Most businesses hire transport to buy stock from far places which result in them charging higher prices. ✓
- Any other relevant answer related to the pricing of goods in rural areas.

- Recommendations
- Constant monitoring by regulatory bodies especially when prices are fixed. ✓
- Government should improve infrastructure in rural areas. ✓
- Businesses in rural areas should be encouraged to charge fair and market related prices for goods and services. ✓
- Businesses should gain customer loyalty and patronage by avoiding unethical practices. ✓
- Any other relevant answer related to how businesses can address pricing of goods in rural areas.

Discussion Any (2 x 2) (4)
Recommendation Any (1 x 2) (2)

Sexual harassment

- This refers to any sexual advance, gestures or remarks that cause a person to feel intimidated/threatened at work. ✓
- It includes request for sexual favours in return for employment benefits. ✓
- It includes physical/ verbal advances or jokes e.g. touching in a sexually expressive manner. ✓
- Refers to violation of basic human rights normally by person misusing his/her position of authority against the other. ✓
- Any other relevant answer related to sexual harassment.

Recommendations

- Implement complaints and disciplinary procedures. ✓
- Educate employers on sexual harassment matters. ✓
- Formulate a policy regarding sexual harassment. ✓
- Create a good working condition where all employees' rights and dignity are respected. ✓
- After internal enquiries, serious cases/matters on sexual harassment should be reported to appropriate institutions such as the South African Police Services. ✓
- Ensures compliance with the law. ✓
- Any other relevant answer related to how businesses can address sexual harassment.

Discussion Any (2 x 2) (4)
Recommendation Any (1 x 2) (2)
Max. (12)

SECTION C

QUESTION 5

5.1 INTRODUCTION

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- Many consumers overspend when buying on credit. ✓
 - The national Credit Act was put in place to improve the debt of both business and consumers. ✓
 - The act ensures that we are using credit in a way that adds value to our lives ✓
 - If we are not careful it is easy to let debt get the better of us. ✓
- Any relevant introduction. (Any 3 x 1) (3)

5.2 PURPOSE OF NATIONAL CREDIT ACT

- Protects the consumer against unfair credit agreements e. g. charging exorbitant interest rates well above the maximum stipulated by law. ✓
 - Introduces a single function system of regulating that will apply to all credit activities. ✓
 - Ensure that all credit providers and credit consumers are treated equally ✓
 - Encourages responsible borrowing ✓
 - Justifiable rights and responsibilities for consumers and credit providers ✓
 - Careless granting of credit by service providers to consumers is discouraged ✓
 - NCA regulates the interest rates to be charged by service providers to consumers. ✓
 - Makes provision for the establishment of National Credit Regulator (NCR) ✓
 - Makes provision for the establishment of a credit register (database) ✓
- Any relevant answer. (Any 3 x 2) (6)

5.3 BUSINESS/SERVICE PROVIDER

5.3.1

The advantage of National Credit Act to businesses/service providers

- More prudent buying ✓
- The whole credit process is transparent ✓
- Lower bad debts ✓
- Better cash flow ✓
- Protects businesses against non-paying consumers ✓
- Increases cash sales ✓
- Gains goodwill and loyalty of the consumer. ✓
- Leads to more customers through credit sales as they are now protected from abuse. ✓
- Any other answer relevant to the advantages of the National Credit Act to businesses/service provider. (Any 3 x 2) (6)

The disadvantage of NCA to businesses/service providers

- Decrease in credit sales due to customer loss/economic decline (downturn) ✓
 - May be restricted in getting generous overdraft facilities ✓
 - Creditors may not pester consumers to agree to a credit agreement telephonically or through visits at home. ✓
 - More working capital is needed. ✓
 - Businesses are now struggling to survive because they depend on customers who had easy access to credit/only creditworthy customers. ✓
 - Misinterpretation of the act may lead to decline in profile e.g. increase bad debts. ✓
- (Any 3 x 2) (6)

5.4 CONSUMER/CLIENTS

5.4.1

Advantages of the NCA to consumers/clients

- Protect consumers against unfair credit practices. ✓
- Protect customers from receiving credit that they are not able to repay. ✓
- Relieve consumers who do not understand the risks involved and therefore become over indebted. ✓
- Protects customers by restricting trading hours for direct sales ✓
- Provides for debt counselling ✓
- Any other relevant answer related to the advantages of NCA to consumers. (Any 3 x 2) (6)

5.4.2

Disadvantage of the NCA to consumers/clients

- Customers who are blacklisted cannot access credit ✓✓
- May lead to a drop in the standard of living ✓✓
- Customers are not always informed why their application is turned down ✓✓

- Any other relevant answer related to the disadvantages of the NCA for consumers: (Any 3 x 2) (6)

5.5

Consumers' rights in terms of the Credit Act

- The right to apply for credit ✓✓
- Protect against discrimination in respect of credit ✓✓
- Obtain reasons for credit being refused ✓✓
- Information in an official language. ✓✓
- Information in plain and understandable language ✓✓
- Receive documents as required by the Act ✓✓
- Confidential treatment of information ✓✓
- Right to access and challenge credit records and information ✓✓
- Any other relevant answer related to consumers rights (Any 3 x 2) (6)

5.6

What can be done if a consumers' application for credit is declined

- A credit provider needs to provide you with a reason ✓✓
- The customer may request a written reason for the decline ✓✓
- Can re-apply for credit. ✓✓
- Provide information to support the reasons for the decline ✓✓
- Any other relevant answer related to measures that could be undertaken when an application for credit is declined. (Any 2 x 2) (4)

5.7 CONCLUSION

- Customers have the responsibility to take ownership of credit by honouring payments. ✓✓
- This act allows and enables responsible leading and eliminates reckless borrowing. ✓✓
- Any other relevant conclusion related to NCA. (Any 1 x 2) (2)

Breakdown of mark allocation

Details	Maximum	Total
Introduction	3	
Purpose of the National Credit Act	6	
Advantages of the NCA to businesses	6	
Disadvantages of the NCA to businesses	6	
Advantages of the NCA to consumers	6	
Disadvantages of the NCA to consumers	6	
Consumer rights in terms of NCA	6	
What can be done when if an consumers application for credit is declined	4	
Conclusion	2	
INSIGHT *(LASO)		
Layout		
Analysis, interpretation		2
Synthesis		2
Originality, examples		2
TOTAL MARKS		40

QUESTION

1 INTRODUCTION

- Human resources management is one of the functions that contribute to the success of the business. ✓
- Businesses must follow a step-by-step process to ensure that the most efficient candidates will be selected for the post. ✓
- It ensures that the aim and objectives of the business are achieved and proper planning of human resource is done. ✓
- Any other relevant introduction related to Human Resources Function. (Any 1 x 3) (3)

2.1 RECRUITMENT

- The job analysis must be done e.g. the job description and job specification. ✓✓
- Determine the key performance areas of the specific job. ✓✓
- The human resources manager must decide on the specific source to be used. ✓✓
- The two kinds of sources are internal or external. ✓✓
- The internal source is when the candidate is found from within the business. ✓✓
- The external source is when the business makes use of advertising educational institutions, head hunting, etc. ✓✓
- Any other relevant answer related to recruitment (Any 4 x 2) (8)

2.2 SELECTION/SHORTLISTING

- The human resources manager must formulate short-listing criteria for the applicants. ✓✓
- Read through application forms and curriculum vitae from applicants for the post. ✓✓
- The HR manager compiles a short list of all candidates who meet the requirements for the job. ✓✓
- Inform unsuccessful candidates about the outcome of their application. ✓✓
- The HR manager invites the candidates who were short-listed to an interview. ✓✓
- Candidates may also be asked to complete certain tests e.g. personality tests, aptitude test and/or skills tests. ✓✓
- The successful candidate is informed by correspondence, that he/she is appointed. ✓✓
- The successful candidate will receive a written contract and he/she must sign it. ✓✓
- Any other relevant answer related to the selection process (Any 4 x 2) (8)

PLACEMENT

- This is the process whereby the new employee is placed in the right job. ✓✓
- When the employee who is newly appointed, is placed in the right job he/she is more productive. ✓✓
- Specific responsibilities of the position must be defined. ✓✓
- The newly appointed employee may be required to complete psychometric tests to determine his/her strengths or weakness, etc. ✓✓
- Any other relevant answer related to the placement process (Any 4 x 2) (8)

INDUCTION

- This is the process whereby the newly-appointed employee works efficiently with other colleagues in the business environment. ✓✓
- Induction aims to create realistic expectations and ensures that he/she becomes productive. ✓✓
- Give the newly-appointed employee an opportunity to ask questions about the work environment. ✓✓
- Identify another worker as mentor to the new employee. ✓✓
- Introduce the newly-appointed employee to the rules, regulations and code of conduct of the business. ✓✓

3 MATTERS REGARDING CURRENT LEGISLATION TO CONSIDER

Example:

- Basic Conditions of Employment Act (BCEA) e.g. when considering applicants for a permanent or contract post or compliance in terms of the Act when drawing up an employment contract. ✓✓
- Affirmative Action e.g. consider applicants from disadvantaged groups. ✓✓
- Employment equity Act e.g. considers applicants in terms of race, gender and equity. ✓✓
- Skill Development Act e.g. consider development and training. ✓✓
- Any other relevant answer related to current legislation when filling a vacancy (Any 3 x 3) (9)

CONCLUSION

- Businesses spend large amounts of money to ensure that the correct employee is appointed. ✓✓
- Therefore, the human resources manager must follow the prescribed steps in order to appoint the most suitable candidate for the job. ✓✓
- Any other relevant conclusion related to the steps in filling a vacancy (Any 1 x 2) (2)

F - 32
L - 2
A - 2
S - 2
O - 2
40