



education

Department:
Education
PROVINCE OF KWAZULU-NATAL

BUSINESS STUDIES
TERM ONE
HUMAN RESOURCES TEST 3
GRADE 12
14 FEBRUARY 2025

Marks: 110

Time: 60 minutes

INSTRUCTIONS AND INFORMATION

1. This question paper consists of THREE sections.

SECTION A: COMPULSORY

SECTION B: Consists of TWO questions. Answer BOTH question.

SECTION C Consists of ONE Answer Only ONE Question

2. 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.
3. Except where other instructions are given, answers must be in full sentences.
4. 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 (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 A ... is a tool used by the human resource function to obtain and analyse information about the business's workforce so that they can place the right person in the right job.

- A job description
- B job specification
- C job analysis
- D job needs

1.1.2 During ... Thandeka Traders checks application documents against the requirements of the job.

- A screening
- B placement
- C induction
- D recruitment

1.1.3 The negative impact of ... is that the business may incur additional costs that may result in cash flow problems.

- A remuneration
- B fringe benefits
- C salary payments
- D employer benefits

1.1.4 Walter Manufacturers ensures that ... of new employees are conducted by allowing them to familiarize themselves with their new physical work environment.

- A placement
- B recruitment
- C selection
- D induction

1.1.5 An implication of ... on Human resource function, is that it promotes resolution of labour disputes.

- A Labour Relations Act
- B Basic Conditions of Employment Act
- C Employment Equity Act
- D Skills Development Act

1.1.6 The process of gathering the facts that are necessary to overcome a specific challenge is known as ...

- A problem-solving
- B creative thinking
- C decision making
- D action plan

1.1.7 ... ability to look at the same challenge and come up with original, new and innovative solutions.

- A Decision making
- B Action plan
- C Creative thinking
- D Problem-solving

1.1.8 The management of Alveo Bank ... the solution when they considered its advantages and disadvantages.

- A define
- B implement
- C identify
- D evaluate

1.1.9 Thabo, the manager applied ... when listing all driving and restraining forces that will support and resist change.

- A delphi technique
- B force field analysis
- C nominal group technique
- D brainstorming technique

1.1.10 Employees were requested to silently brainstorm as many ideas as possible on their own and write them down, this is the application of ... technique.

- A delphi
- B nominal group
- C brainstorming
- D force field analysis

TOTAL SECTION A: [20]

SECTION B (Answer BOTH questions)

QUESTION 2: BUSINESS ROLES (CREATIVE THINKING)

2.1 Name any FOUR problem-solving steps. (4)

2.2 Identify the problem-solving technique applied by Sammy Electricians in EACH statement below:

2.2.1 Sammy Electricians requested their employees to make suggestion randomly aloud in a large group. (2)

2.2.2 A panel of experts was requested to complete a questionnaire to provide solutions to their business problems. (2)

2.3 Outline the differences between *problem-solving* and *decision-making*. (4)

2.4 Explain ways in which businesses can create an environment that promotes creative thinking in the workplace. (6)

2.5 Discuss the advantages of creative thinking in the workplace. (6)

Advise businesses on how they could apply the following problem-solving techniques to solve complex business problems:

2.5.1 Nominal Group (4)

2.5.2 Force-field analysis (4)

(30)

QUESTION 3: BUSINESS OPERATION (HUMAN RESOURCE)

- 3.1 Outline any FOUR examples of fringe benefits. (4)
- 3.2 Elaborate on the difference between *piecemeal* and *time-related* salary determination methods. (4)
- 3.3 Explain the reasons for the termination of an employment contract. (6)
- 3.4 Read the scenario below and answer the questions that follow.

IKUSASA TRADING LTD (ITL)

Ikusasa Trading Ltd recently advertised the position for a financial manager on their notice board in order to find a suitable candidate.

- 3.4.1 Name the recruitment method used by ITL in the scenario above. (2)
- 3.4.2 Discuss the impact of the recruitment method stated in QUESTION 3.4.1 on businesses. (4)
- 3.4 You have appointed a new employee who needs to be inducted.
- 3.4.1 State TWO aspects that should be included in an induction programme. (2)
- 3.4.2 Outline the advantages of fringe benefits for businesses. (4)
- 3.5 Explain the placement procedure as a human resource activity. (4)
- (30)**

SECTION C

QUESTION 4: BUSINESS OPERATIONS (HUMAN RESOURCE FUNCTION)

Businesses must follow the correct recruitment procedure to find suitable candidates. Some businesses prefer the external recruitment method and ensure that new employees receive proper induction. It is important that new employees sign a legal employment contract.

Write an essay on the human resource function in which you discuss the following aspects:

- Briefly describe the recruitment procedure.
- Explain the impact of external recruitment on businesses.
- Discuss the benefits of induction for businesses.
- Advise businesses on the legal requirements of the employment contract.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 120