

CAPS EXAM QUESTIONS I

Checklist

Make sure you:

- Know the exam format

SECTION	TYPE OF QUESTIONS	MARKS	TIME (minutes)
A	Compulsory Covers ALL TOPICS (20 short questions x 2) Different types of short and objective questions using various assessment style sand covering the entire curriculum, e.g. multiple-choice, match columns, choose the correct word in brackets, etc.	40	30
B	Choose any THREE questions in this section. (60 mark x 3 questions) FIVE questions will be set. Each question will cover a main topic and the fifth question will cover all four main topics (a miscellaneous question).	180	90
C	Answer any TWO questions in this section. (40 marks x 2 questions) FOUR questions, each covering one of the FOUR topics. Longer type of questions, such as essay type questions. Higher cognitive questions to assess insight and interpretation of theoretical knowledge in addition to content.	80	60
	TOTAL	300	180

Exam Questions

SECTION A (COMPULSORY)

Question 1

(Adapted from Jun 2014, Eastern Cape Common Paper, Question 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 next to the number, for example 1.11 E.

- 1.1 “We strive to provide high-quality meals at affordable prices to customers.” This is an example of Nalini’s Touch of Class Restaurant’s ...
- A mission.
 B productivity standards.
 C performance standards.
 D quality control system.



- 1.2 The growth of water usage is outpacing the supply thereof. This forms part of the ... environment.
- A technological
 - B physical
 - C social
 - D economic
- 1.3 Legit provides fashionable clothing to fashion-conscious women between the ages of 16 and 24 years, who live on a shoestring budget. These young, fashionable women belong to Legit's ... environment.
- A micro
 - B market
 - C mega
 - D macro
- 1.4 SIMOENE is a shift supervisor at Groothelud Coal Mine. As such she is responsible for the day- to-day activities of and short-term planning for her section. As a shift supervisor within the business, SIMONE operates at the ... level of management.
- A top
 - B middle
 - C lower
 - D tactical
- 1.5 At SAB, Competition Act compliance training is provided as a part of the induction of new employees. Annual training is compulsory for all senior executives and their colleagues in marketing, sales and distribution. In this case SAB is driven by ... drivers.
- A ethical
 - B employee
 - C corporate
 - D engagement
- 1.6 Edcon applies corporate governance in order to ensure sustainability of the organisation and its business. These principles and practices are applied in line with the ...
- A Kyoto Protocol.
 - B King 3 report.
 - C Global Reporting Initiative (GRI).
 - D JSE SRI Index.
- 1.7 Small groups of employees who voluntarily meet on a regular basis to discuss problems relating to an improvement in production is known as ...
- A quality circles.
 - B MBO strategies
 - C entrepreneurship.
 - D empowerment.

- 1.8 Kyle is a human resource manager at Marketing Exclusive, a small marketing and advertising consulting firm. He has to determine which qualifications a person should have to perform the required job. This is known as ...
- A job analysis.
 B job description.
 C job specification.
 D induction.
- 1.9 Bill Gates created a progressive company such as Microsoft, functioning in a dynamic environment. Bill Gates displays the characteristics of a ... leader, who is distinguished by the ability to bring about innovation and change.
- A charismatic
 B transformation
 C transactional
 D interactive
- 1.10 Kimbelin is the owner of a small bookshop. Her assistant has recently resigned and she needs to appoint another assistant. What are the advantages for Kimbelin appointing someone internally?
- 1 Current employees are familiar with the business
 2 Current employees' careers are advanced
 3 Current employees are not suitably qualified
 4 Current employees do not bring new ideas to the business
- A 1, 2
 B 1, 2, 3
 C 2, 3, 4
 D 1, 2, 3, 4

(10 x 2) (20)

Question 2

(Adapted from various sources)

Choose a term from COLUMN B that matches a description in COLUMN A. Write only the letter (A–E) next to the question for example 6. M

	Column A		Column B
1	Induction	A	Using power to give family and friends the best jobs or business deals.
2	BCEA	B	The purpose of this Act is to provide a framework for collective bargaining between the employer and the employee.
3	Nepotism	C	The purpose of this Act is to set minimum requirements regarding aspects such as working hours, leave and notice of termination of employment.
4	Endowment	D	Looking for the best candidate for the job.
5	LRA	E	A formal introduction to a new job situation.
		F	The purpose of this act is to use the workplace as a place of learning to improve the level of education through good training programmes.
		G	A fixed term investment that pays out a minimum benefit if the policy holder dies.

(5 x 2) (10)

Question 3

(Adapted from Jun 2014, Eastern Cape Common Paper, Question 1)

Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number.

1. A SWOT analysis / job analysis) is a tool for assessing a business and its environment.
2. (Brainstorming / Empty Chair) is a creative problem-solving technique in which several people think about a single problem and suggest ideas that could lead a solution.
3. (Redundancy / Retirement) is when there is no longer work for some employees because the business is being restructured.
4. When a business enterprise support (the triple bottom line /human right) they will consider the social, environmental and economic impact in its region.
5. A person who occasionally works on a Sunday should be paid (double the normal wage / one and a half times the normal wage).

(5 x 2) (10)

TOTAL SECTION A: 40

SECTION B (CHOICE: 3 OUT OF 5)
Question 4 (BUSINESS ENVIRONMENTS)

(Adapted from various sources)

- 4.1 Read the dialogue below and answer the questions that follow:

MR THEMBA: Sir, I am really not feeling well. May I please take today and tomorrow off?
 (employee)
 MR SNELL: No, Mr Themba, you cannot have the leave, because you will be going on
 (employer) holiday next month.
 MR THEMBA: Am I not entitled to sick leave?
 MR SNELL: Yes, but it will be granted on my terms.
 MR THEMBA: I am still taking off two days.

- 4.1.1 Identify the labour law that gives MR Themba the right to take sick leave. (2)
- 4.1.2 According to the relevant Act, state the number of sick leave days that Mr Themba is entitled to? (2)
- 4.1.3 On returning to work, Mr Themba was informed that he had been dismissed from work. Advise Mr Themba on what he should do. (8)
- 4.2 Business usually only resort to defensive strategies when they are under severe pressure and have few options. Evaluate TWO defensive strategies that can be used. (8)
- 4.3 Discuss the Employment Equity Act and the Skills Development Act under the following headings:
 - 4.3.1 Actions regarded as discriminatory. (4)
 - 4.3.2 Penalties if the business does not comply. (4)
- 4.4 Study the advert below and answer the questions that follow:

Insurance firm looking for a young lady with experience in marketing. Job requires the successful candidate to use lists of clients' details for telesales and marketing campaigns.

- 4.4.1 Discuss why this advertisement could be seen as discriminatory. (4)
- 4.4.2 Which Act would support the statement in 4.4.1? (2)



- 4.4.3 Name which other Act the advertisement may be violating. Analyse why it is a violation of the Act? (6)
- 4.4.4 Identify another Act that protects the rights of consumers. Include TWO disadvantages of this Act. (6)
- 4.5 Discuss the difference between a PESTLE and SWOT analysis. (4)
- 4.6 The Porter's Five Forces model examines the five forces that produce competition for the business. Discuss each and provide an example of each. (10)

SOLUTIONS TO CAPS EXAMS QUESTIONS I**Question 1**

- 1.1 A
- 1.2 B
- 1.3 B
- 1.4 C
- 1.5 A
- 1.6 B
- 1.7 A
- 1.8 C
- 1.9 B
- 1.10 A

Question 2

1. E
2. C
3. A
4. G
5. B

Question 3

1. Swot analysis
2. Brainstorming
3. Redundancy
4. Triple bottom line
5. Double the normal wage

Question 4

- 4.1.1 Basic Conditions of Employment Act, 1998 (Act 55 of 1998)
- 4.1.2 36 days paid sick leave in a period of 3 years (36 months).
- 4.1.3

Advice on dismissal:

- Mr Snell was supposed to ask Mr Themba to present a medical certificate for the days that he was absent from work.
- If Mr Themba did not present the medical certificate, Mr Snell should have followed proper disciplinary procedure, e.g. first, second and final warnings.
- Mr Themba is entitled to sick leave with evidence, e.g. a medical certificate.
- Mr Themba cannot be charged for insubordination if he presented a medical certificate.
- Mr Themba must lodge a formal dispute.
- If the outcome of the formal dispute is not successful, Mr Themba can refer the matter to the CCMA.
- If the matter is still not resolved, Mr Themba can refer it to the Labour Appeal Court

4.2

Divestiture

Evaluation: it will bring in additional money from the sale of Non-profit generating assets. Sometimes the assets sold may be repurchased at a higher price in the future.

Retrenchment

Evaluation: The business will reduce expenses by paying less salaries and wages. Workers will become unemployed. The business will lose skilled workers. This will have a negative impact on the image of the business.

Liquidation

Evaluation: Creditors may or may not receive the full amount due. This will have a negative impact on the image of the business. The business may or may not receive the full amount of money owed by debtors. They will be blacklisted. The competitors will benefit from this.

4.3

4.3.1

Employment Equity Act

Actions regarded as discriminatory:

- Any behaviour or action against a worker on grounds of characterisation such as race, gender, sexual preference, age, disability etc.
- Any person who is denied access to the workforce by being treated unfairly or differently to others, is being discriminated against.
- The Act also prohibits medical testing, psychometric testing of employees, unless it is not biased against an employment group, and all forms of harassment.

4.3.2

Employment Equity Act

Penalties if the business does not comply:

- If an employer fails to comply with administrative requirements of the Act, they may receive a Compliance Order.
- The Labour Court may impose a fine ranging from R500 000 (first offence) to R900 000 (after four offences).
- It is important to note that an employer cannot be fined for not achieving the targets set in the Employment Equity Plan, but the Labour Court may act against an employer that has made no bona fide effort to reach targets.

4.3.1

Skills Development Act

Actions regarded as discriminatory:

- Employees may not be denied appropriate skills development opportunities in the workplace based on race, gender or disability.
- Employers may not be seen to promote skills and development unfairly.
- Furnishing false information in any prescribed documents.
- Providing employment services for gain without being registered as an employer.

4.3.2

Skills Development Act

Penalties if the business does not comply:

- Businesses that do not pay the prescribed rates are liable for penalties. A late penalty is usually calculated at 10% of the amount. A series of penalties could result in legal action.
- Payments and penalties are monitored by SARS.
- A labour inspector could order the business to stop operating should the business be found guilty of illegal practices.

4.4.1 The advert asks for young females applicants only, gender and age discrimination.

4.4.2 Employment Equity Act

4.4.3 National Credit Act

- The Act prohibits certain unfair marketing and business practices including the use of consumers' information.
- The Act also aims to stop aggressive credit marketing practices.

4.4.4

Consumer Protection Act

Disadvantages:

- Businesses must disclose a lot more information about their products and processes.
- The processes and procedures required of businesses by the Consumer Protection Act can be expensive and time consuming.

4.5

PESTLE

A PESTLE analysis looks at each of these external factors and assess whether there will be a positive or negative impact and to what extent the impact will affect the business.

SWOT

A SWOT analysis discusses:

- The Strength of a business
- The Weaknesses of a business
- The Opportunities that the environment may provide
- The Threats that the environment may provide

4.6

- **Power of supplier:** Access to suppliers and their control over you and your prices.
- **Power of buyer:** Number of buyers and their ability to influence prices.
- **Competitive rivalry:** The power of the competitors (the number of them and their ability to control your market)
- **Threat of substitution:** The ability of someone else doing or selling what you do, better or differently.
- **Threat of new entry:** How easy it is for new businesses to enter into your market.