**Business Studies**

**Grade 12**

**Human Resource Function Questions**

**Recruitment**

1. Outline the recruitment procedure. (8)
2. Differentiate between job description and job specification (8)

**SMILEY PROSHO (SP)**

Smiley Proshop has advertised a vacancy for a senior administrative secretary on their notice board. The successful candidate must meet the following requirements:

* Good report writing skills
* Coordinate in-service training for admin staff.
* Excellent computer skills.
* Record financial transactions from source documents to financial statements.

3.1 Quote TWO examples EACH of job description and job specification from the

 scenario above. Tabulate your answer as follows:

|  |  |
| --- | --- |
| **JOB DESCRIPTION** | **JOB SPECIFICATION** |
|  |  |
|  |  |

(4)

4.

**NZO CONSTRUCTION COMPANY**

The company has advertised a vacancy for a male person younger than 45 years in the local newspapers. The applicant is expected to have experience in supervising building operations and have good communication skills. People with disabilities are not welcomed. The company also offers medical aid and pension fund.

4.1 Identify the type of recruitment in the above scenario. Motivate your answer

 by quoting from the scenario. (3)

4.2 Discuss the advantages of the method of recruitment used in

 QUESTION 4.1. (8)

1. Elaborate on the meaning of recruitment. (4)
2. Name TWO sources of internal recruitment. (2)

**SELECTION**

1. Outline the selection procedure as an activity of the human resources function. (8)
2. Read the scenario below and answer the questions that follow.

**SHAKEEL CATTTLE FARM (SCF)**

Shakeel Cattle Farm advertised a vacancy in a newspaper. Many applicants submitted their application forms. SCF conducted preliminary interviews to select suitable candidates and compiled a shortlist of five candidates. A written offer was made to the best candidate.

8.1 Identify the type of recruitment used by SCF. Motivate your answer by quoting

 from the scenario above. (3)

8.2 Quote the selection procedure/steps that SCF applied in the scenario

 above. (3)

8.3 Advise the management of SCF on any other selection procedures/steps that

 they may consider. (8)

8.4 Explain screening as part of the selection procedure. (4)

1. Discuss the role of the interviewer when preparing for an interview (6)
2. Explain the role of the interviewee/applicant during the interview. (8)
3. Read the scenario below and answer the questions that follow.

**ELZETTE TRADING (ET)**

Elzette shortlisted five suitable candidates and invited them for interviews. Candidates were allocated the same amount of time and their responses were recorded. All candidates showed confidence and asked clarity-seeking questions.

11.1 Quote from the scenario above the role of the interviewer and

 interviewee/candidate during the interview.

 Use the table below as a guide to answer QUESTION 11.1.

|  |  |
| --- | --- |
| **ROLE** | **QUOTES** |
| Interviewer/Elzette |  |
| Interviewee/candidates |  |

 (4)

12. Discuss the purpose of an interview as a human resource activity. (6)

**EMPLOYMENT CONTRACT**

1. State any THREE components that must be included in an employment contract. (6)

14. Explain THREE reasons for the termination of a contract. (9)

1. Elaborate on the legal requirements of the employment contract.(10)
2. Read the scenario below and answer the questions that follow.

**JULIA CLOTHING MANUFACTURERS (JCM)**

Tudo has started working at JCM as a forklift operator recently. He was requested to read and sign the employment contract, which included his remuneration and details of the termination of the contract.

16.1 Quote TWO aspects from the scenario above, included in Tudo’s employment

 contract. (2)

16.2 Advise JCM on any other TWO aspects that must be included in the

 employment contract. (4)

1. Read the scenario below and answer the questions that follow.

**TOM FLOORING (TF)**

Mr Du Preez is the newly appointed financial manager at Tom Flooring. His employment contract only bears his signature. The contract states that he may be required to work 12 hours overtime per week. He is expected to perform other duties which are not listed in his contract.

17.1 Identify the challenges with regard to Mr Du Preez’s employment contract.

 Make recommendations for improvement. (9)

**INDUCTION**

1. Explain the benefits of introduction the newly appointed financial clerk to the business environment. (10)

19. State THREE aspects that should be included in an induction programme. (6)

1. Read the scenario below and answer the questions that follow.

**ZIG-N-ZAG FACTORY (ZZF)**

Frenchy recently joined Zig-n-Zag Factory. On his first working day, he was taken to his workstation and instructed to perform his duties without guidance or supervision. He then requested properly inducted.

20.1 Describe what is meant by properly inducted in the scenario above. **(**2)

20.2 State the benefits of an effective induction programme for Zig-n-Zag Factory. (8)

**PLACEMENT**

1. Outline the placement procedures (6)
2. Define placement as a human resource activity. (4)

**SALARY ADMINISTRATION**

1. Read the scenario below and answer the questions that follow.

**SMART CONSTRUCTION (SC)**

Gail and Chris are employees of Smart Construction. Gail is remunerated according to the number of hours spent at work and Chris according to the number of houses built. Gail’s employment contract has recently been terminated due to regular absence from work.

23.1 Name the methods of remuneration applicable to Gail and Chris. Motivate

 your answer by quoting from the scenario above.

 Redraw the table below in the ANSWER BOOK and then answer this

 question.

|  |  |
| --- | --- |
| **METHODS OF REMUNERATION** | **MOTIVATION** |
| Gail:  |  |
| Chris:  |  |

1. Give FOUR examples of fringe benefits in the workplace. (4)
2. Evaluate the impact of fringe benefits on businesses. (8)

**MEMPS FACTORY LTD (MF)**

Thabo works at MEMPS Factory Ltd five days a week. Apart from his basic weekly wage, he also receives a cell phone and housing allowance.

26.1 Quote TWO types of fringe benefits that are paid to Thabo. (2)

26.2 Explain the different methods that MEMPS Factory could use to determine

 Thabo’s wages. (4)

26.3 Evaluate the impact of fringe benefits on MEMPS Factory Ltd. (8)

Employers often provide fringe benefits to employees as a way of attracting highly qualified employees and boosting their morale to increase productivity. Some benefits are compulsory, while others are not.

27.1 Give TWO examples of non-compulsory fringe benefits.

27.2 Define the concept compulsory benefits. (2)

**LEGISLATION**

1. Evaluate the impact of the Employment Equity Act, (No.55 of 1998) on human

 resource function when making new appointments (10)

1. Discuss the implications of the Labour Relations Act (Act No 66 on 1995), for

 human resources. (6)

30. Discuss the implications of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on the human resource function. (6)

1. Discuss the link between salary determination and the Basic Conditions of

 Employment Act (Act 75 of 1997. (6)