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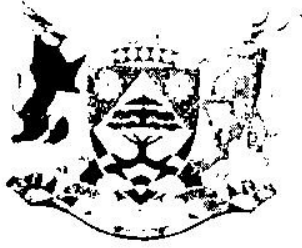
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**PROVINSIALE VOORBEREIDENDE EKSAMEN/
PROVINCIAL PREPARATORY EXAMINATION**

GRADE 12

BUSINESS STUDIES P1

SEPTEMBER 2024

PUNTE/MARKS: 150

TYD/TIME: 2 uur/hours

**Hierdie vraestel bestaan uit 10 bladsye./
This question paper consists of 10 pages.**



INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- This question paper consists of **THREE** sections and covers **TWO** main topics.

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.

- Read the instructions for each question carefully and take note of what is required.
- Number the answers carefully according to the numbering system used in this question paper. **NO** marks will be awarded for answers that are numbered incorrectly.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Use the table below as a guide for mark and time allocation when answering each question.

| SECTION | QUESTION | MARKS | TIME (minutes) |
|--|----------|------------|----------------|
| A: Objective-type questions COMPULSORY | 1 | 30 | 20 |
| B: THREE direct/indirect type questions CHOICE: Answer any TWO. | 2 | 40 | 35 |
| | 3 | 40 | 35 |
| | 4 | 40 | 35 |
| C: TWO essay-type questions CHOICE: Answer any ONE | 5 | 40 | 30 |
| | 6 | 40 | 30 |
| TOTAL | | 150 | 120 |

- Begin the answer to **EACH** question on a **NEW** page, e.g. **QUESTION 1** – new page, **QUESTION 2** – new page, etc.
- You may use a non-programmable calculator.
- Write neatly and legibly.



SECTION A (COMPULSORY)**QUESTION 1**

1.1 Various possible options are provided as answers to the following questions. Choose the answer and write only the letter (A–D) next to the question number (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 E.

1.1.1 This Act outlines the minimum requirements for the employment contract:

- A Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- B Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- C Labour Relations Act (LRA), 1995 (Act 66 of 1995)
- D Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)

1.1.2 Teens Fashions specialises in the manufacturing of teenage clothing. It operates in the ... sector.

- A primary
- B secondary
- C tertiary
- D public

1.1.3 The employees of Buzzy Trading render effective customer service. This is an example of a(an) ... in the SWOT analysis.

- A opportunity
- B weakness
- C strength
- D threat

1.1.4 The process used by a business to identify vacant positions in the business and attract suitable candidates is known as ...

- A reference checking.
- B shortlisting.
- C placement.
- D recruitment.

1.1.5 Khaya Projects Limited can afford to use the services of the quality circles to stay ahead of their competition. This is an example of ... as a TQM element.

- A continuous improvement to processes and systems
- B adequate financing and capacity
- C continuous skills development
- D total client satisfaction

(5 x 2) (10)



- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question number (1.2.1 to 1.2.5) in the ANSWER BOOK.

Road Accident Fund; do; public relations; plan; social; national skills development; Unemployment Insurance Fund; marketing; human resource development; environment

- 1.2.1 Businesses are required to contribute to the ... as a compulsory fringe benefit.
- 1.2.2 Teddy Manufactures hired employees who are well conversant with the local language to deal with the challenges posed by the ... factor as a PESTLE element.
- 1.2.3 The ... strategy aims at achieving faster higher employment levels and reduced levels of poverty.
- 1.2.4 Abo Textiles implements change on a small scale to improve the quality of their products. This is known as ... a step in the PDCA model.
- 1.2.5 The ... function is responsible for conducting an aggressive advertising campaign to attract more customers.

(5 x 2) (10)



- 1.3 Choose a description from COLUMN B that matches a/an item/word/description in COLUMN A. Write only the letter (A–J) next to the question number (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

| COLUMN A | | COLUMN B | |
|----------|----------------------------|----------|--|
| 1.3.1 | Black Economic Empowerment | A | Encourages a wider group of previously disadvantaged people to participate in the economy |
| 1.3.2 | Concentric diversification | B | Can be obtained if all departments work together towards the same quality standards |
| 1.3.3 | Learnerships | C | Adding new products that are unrelated to existing products but may appeal to existing customers |
| 1.3.4 | Job description | D | The training opportunity that requires employees to only attend external practical courses |
| 1.3.5 | Quality performance | E | Can be used for accountability within each of the business functions |
| | | F | Adding a new product that is related to existing product and which will appeal to new customers |
| | | G | Benefited only a few previously disadvantaged people in the economy |
| | | H | Describes the minimum acceptable personal qualifications needed for the job |
| | | I | Describes the duties and responsibilities of a specific job |
| | | J | The training opportunities that lead to a recognised occupational qualification |

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions in this section.

NOTE: 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 Name any FOUR consumer rights as stipulated in the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). (4)
- 2.2 Outline the advantages of intensive strategies (4)
- 2.3 Identify the leave provision as stipulated in the Basic Conditions of the Employment Act (BCEA) 1997 (Act 75 of 1997) in EACH statement below applicable to Netty Trading.
- 2.3.1 A pregnant employee is entitled to 4 consecutive months leave. (2)
- 2.3.2 Employees receive a maximum of five days leave in the event of the death of a close relative. (2)
- 2.3.3 Employees are granted leave within six months after the leave cycle ended. (2)
- 2.4 Explain how businesses could apply the following forces of Porter's Five Forces model to analyse their position in the market environment:
- 2.4.1 Threats/Barriers to new entrants in the market (4)
- 2.4.2 Power of buyers (4)
- 2.5 Discuss the impact of the Skills Development Act (SDA), 1998 (Act 97 of 1998) on businesses. (6)

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

PAM CONSTRUCTION (PC)

Pam Constructions complies with the Compensation for Occupational Injuries and Diseases Amended Act (COIDA) to avoid penalties for non-compliance. The management of PC reports accidents causing illness of employees. The employees of PC are involved in the decision-making processes. PC ensures that their equipment and machinery are in good working condition.

2.6.1 Quote ways in which PC complies with COIDA from the scenario above. (2)

2.6.2 Explain other ways in which businesses could comply with COIDA. (4)

2.7 Advise businesses on the advantages of the Employment Equity Act (EEA), 1998 (Act 55 of 1998). (6)
[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 State any TWO aspects that should be included in an employment contract. (2)

3.2 Outline the placement procedure as a human resource activity (4)

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

THUSO CAR REPAIRS (TCR)

Denise was recently hired as a secretary at TCR. The management of TCR drew up an induction programme for Denise. They included safety regulations and rules. The name of the person responsible for inducting Denise was included in the programme. A tour of the business also formed part of the programme. The management of TCR mentioned that they enjoy the benefits of induction.

3.3.1 Quote TWO aspects of the induction programme from the scenario above. (2)

3.3.2 Explain the benefits of induction for businesses. (4)

3.4 Discuss the advantages of external recruitment. (4)

3.5 Advise businesses on the role of the interviewer before the interview. (4)

3.6 Outline the role of quality circles as part of continuous improvement to processes and systems. (4)



- 3.7 Read the scenario below and answer the questions that follow.

ELMAREE MANUFACTURERS (EM)

Elmaree Manufacturers is known for producing quality travelling bags. EM increases productivity through proper time management. They also implement reliable quality management systems. EM conducts regular training to continuously improve the quality of their employees' skills.

- 3.7.1 Quote the benefits of a good quality management system from the scenario above. (2)
- 3.7.2 Discuss other benefits of a good quality management system. (4)
- 3.8 Explain the quality indicators of the general management function. (6)
- 3.9 Advise businesses on the impact of total quality management/TQM if poorly implemented. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

- 4.1 Name any TWO types of defensive strategies. (2)
- 4.2 Read the scenario below and answer the questions that follow.

ZAVION WHOLESALERS (ZW)

Zavion Wholesalers sells a wide variety of goods and services to different outlets. ZW appointed Thandi as their chief operating officer. They also donated computers to Grade 12 learners at the local school.

Identify TWO pillars of the Broad-Based Black Economic Empowerment Act (BBBEE) 2003, (Act 53 of 2003) implemented by ZW. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answers QUESTION 4.2.

| BBBEE PILLARS | MOTIVATION |
|---------------|------------|
| 1. | |
| 2. | |

(6)

- 4.3 Outline the role of SETAs in supporting the Skills Development Act (SDA), 1998 (Act 97 of 1998). (4)
- 4.4 Explain the advantages of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (4)
- 4.5 Advise businesses on ways in which they can comply with the National Credit Act (NCA), 2005 (Act 34 of 2005). (4)

BUSINESS OPERATIONS

- 4.6 Name any TWO sources of internal recruitment. (2)
- 4.7 Read the scenario below and answer the questions that follow.

HESTER LOGISTICS (HL)

The employment contracts of the employees of HL are in line with the legal requirements. All employees are aware of the terms and conditions of the contract. They are also paid for working overtime on Sundays. Hester Logistics and their employees have signed the employment contract. HL uses the salary determination methods to remunerate their employees.

- 4.7.1 Quote TWO legal requirements of an employment contract from the scenario above. (2)
- 4.7.2 Discuss TWO salary determination methods. (6)
- 4.8 Distinguish between *quality control* and *quality assurance*. (4)
- 4.9 Suggest ways in which total quality management (TQM) can reduce the cost of quality. (6)
- [40]

TOTAL SECTION B: 80

SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen. The answer to this question must start on a NEW page, e.g. QUESTION 5 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (STRATEGIES)

The strategic management process enables businesses to identify and implement turn around strategies. Many businesses use integration strategies to remain profitable and sustainable. The correct identification of the challenges posed by PESTLE analysis factors enables businesses to develop relevant strategies and evaluate the effectiveness of these strategies.

Write an essay on business strategies in which you include the following aspects:

- Outline the strategic management process.
- Explain THREE types of integration strategies.
- Discuss how the following PESTLE factors may pose challenges to businesses:
 - Economic
 - Social
 - Political
- Advise businesses on the steps in strategy evaluation. [40]

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCE FUNCTION)

Many businesses implement the correct selection procedure for the advertised vacancy. They are also mindful of the purpose of the interview. Other businesses offer fringe benefits to their employees in addition to their salaries. They also ensure that employees know the reasons for the termination of an employment contract.

Write an essay on human resources activities in which you include the following aspects:

- Outline the selection procedure as a human resources activity.
- Explain the purpose of an interview.
- Discuss the impact of fringe benefits on businesses.
- Advise businesses on the reasons for the termination of an employment contract. [40]

TOTAL SECTION C: 40
GRAND TOTAL: 150