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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

BUSINESS STUDIES P1

2022

MARKS: 150

TIME: 2 hours



This question paper consists of 11 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. 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.

2. Read the instructions for each question carefully and take note of what is required.

Note that **ONLY** the first **TWO** questions in **SECTION B** and the **FIRST** question in **SECTION C** will be marked.

3. 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.
4. Except where other instructions are given, answers must be written in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. 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	70
	3	40	
	4	40	
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	
TOTAL		150	120

7. Begin the answer to **EACH** question on a **NEW** page, e.g. **QUESTION 1** – new page, **QUESTION 2** – new page.
8. You may use a non-programmable calculator.
9. 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 Employees are protected by the ... against workplace illnesses and accidents that may occur while performing their duties.

- A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- C Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)
- D Labour Relations Act (LRA), 1995 (Act 66 of 1995)

1.1.2 Moggy Transporters operate in the ... sector as they deliver products to various customers.

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

1.1.3 A business that takes over its suppliers to reduce the risk of dependency applies the ... integration strategy.

- A forward vertical
- B backward vertical
- C horizontal
- D conglomerate

1.1.4 The purpose of an interview is to ...

- A evaluate the skills and personal characteristics of the applicant.
- B avoid asking discriminatory types of questions.
- C prepare the venue for the interview.
- D invite possible candidates to apply for the vacancy.

1.1.5 Businesses use ... to continuously improve on processes and systems in order to satisfy customers' needs beyond their expectations.

- A quality management
- B quality circles
- C total quality management
- D quality assurance

(5 x 2) (10)



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

SWOT; time-related; National Skills; quality management; do;
Human Resources; plan; strategic management; PESTLE; piecemeal

- 1.2.1 Bingo Supermarket applied the ... process when they reviewed their mission and vision statements.
- 1.2.2 The ... Development Strategy provides for vocational guidance and training centres.
- 1.2.3 Mlaba Clothing used the ... salary determination method when they paid Piet for the number of items he produced.
- 1.2.4 The ... analysis is used to identify the internal and external environmental factors that pose challenges to a business.
- 1.2.5 Ace Textiles implements change on a small scale to improve the quality of their products. This is known as the ... step in the PDCA model. (5 x 2) (10)



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

COLUMN A		COLUMN B	
1.3.1	Divestiture	A	non-compulsory benefit paid to employees
1.3.2	Consumer Protection Act	B	aims at eliminating unsuitable applicants
1.3.3	Unemployment Insurance Fund	C	inspection is done at every stage of the production process
1.3.4	Screening	D	selling all assets with the aim of closing down the business
1.3.5	Quality control	E	ensures that buyers have access to information about the ingredients of the product
		F	compulsory benefit paid to employees
		G	selling some assets that are no longer profitable
		H	ensures the registration of debt counselling services
		I	inspection is done on the final product to check if it meets the required standard
		J	aims at inviting candidates to attend the interview

(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 State any FOUR provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)
- 2.2 Elaborate on the meaning of learnerships. (4)
- 2.3 Read the scenario below and answer the questions that follow.

REMI TRADERS (RT)

Remi Traders are well known for selling quality products to different outlets. They introduced online transactions for their remote customers. RT's employees do not have the knowledge and skills to provide online transaction services.

- 2.3.1 Name the PESTLE factor that poses a challenge to RT in the scenario above. (2)
- 2.3.2 Explain ways in which RT can deal with the challenges posed by the PESTLE factor identified in QUESTION 2.3.1. (4)
- 2.4 Describe how SETAs are funded. (4)
- 2.5 Discuss the positive impact of the Employment Equity Act (EEA), 1998 (Act 55 of 1998) on businesses. (6)



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

JAMES ENGINEERS (JE)

James Engineers are responsible for inspecting housing projects. The management of JE set specific dates for control and follow up as part of their inspection programme. They also implement corrective actions when deviations occur.

- 2.6.1 Quote TWO steps in strategy evaluation implemented by JE from the scenario above. (2)
- 2.6.2 Explain other steps in strategy evaluation. (6)
- 2.7 Advise businesses on how they could apply the following forces of the Porter's Five Forces model to analyse their position in the market environment:
- 2.7.1 Power of suppliers (4)
- 2.7.2 Power of competitors/Competitive rivalry (4)
- [40]**



QUESTION 3: BUSINESS OPERATIONS

- 3.1 Name any TWO sources of external recruitment. (2)
- 3.2 Outline the placement procedure as a human resources activity. (4)
- 3.3 Read the scenario below and answer the questions that follow.

KHULA CHICKEN FARM (KCF)

Khula Chicken Farm is looking for an experienced supervisor to fill a vacant position. They conducted preliminary interviews as there were many applicants. KCF gave a written offer for the job to the successful candidate.

- 3.3.1 Quote TWO steps of the selection procedure from the scenario above. (2)
- 3.3.2 Explain other steps in the selection procedure. (6)
- 3.4 Discuss the impact of fringe benefits on businesses. (6)
- 3.5 Outline TWO quality indicators of the administration function. (4)
- 3.6 Read the scenario below and answer the questions that follow.

MEGA MANUFACTURERS LIMITED (MML)

Mega Manufacturers Limited specialises in the production of quality furniture. MML always request their buyers to provide feedback on their purchasing experience. They conduct regular quality checks to avoid replacing machinery unnecessarily. MML is aware of the impact of total quality management (TQM) if poorly implemented.

- 3.6.1 Identify TWO total quality management (TQM) elements implemented by MML. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.6.1.

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

- 3.6.2 Discuss the impact of TQM if poorly implemented by businesses. (4)
- 3.7 Advise businesses on the importance of quality circles as part of continuous improvement to processes and systems. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS ENVIRONMENTS**

- 4.1 Name any TWO types of business environments and state the extent of control businesses have over EACH environment.

Use the table below as a GUIDE to answer QUESTION 4.1.

BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
1.	
2.	

(4)

- 4.2 Read the scenario below and answer the question that follows.

ZAKO WHOLESALERS (ZW)
Zako Wholesalers recently appointed Zandile as their chief operating officer (COO). They requested Mandla Electricians to render maintenance services on their electrical equipment.

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 answer QUESTION 4.2.

BBBEE PILLARS	MOTIVATIONS
1.	
2.	

(6)

- 4.3 Explain any TWO types of intensive strategies. (6)
- 4.4 Discuss ways in which businesses can comply with the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (4)



BUSINESS OPERATIONS

4.5 Give any TWO examples of fringe benefits. (2)

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

FOURIE LOGISTICS (FL)

Fourie Logistics developed an induction programme that will be used to orientate new employees. The management of FL took their employees on a tour of the premises. They also highlighted all the necessary safety regulations and rules.

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

4.6.2 Discuss the benefits of induction for businesses. (6)

4.7 Explain the difference between *quality management* and *quality performance*. (4)

4.8 Advise businesses on 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 chosen question. The answer to EACH question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The National Credit Act (NCA), 2005 (Act 34 of 2005) provides a framework to regulate the credit market. It protects the rights of consumers and provides guidelines on how businesses should comply with this Act. Businesses may face penalties for not complying with the National Credit Act.

Write an essay on the National Credit Act in which you include the following aspects:

- Outline the rights of consumers in terms of the National Credit Act.
- Discuss the impact of the NCA on businesses.
- Explain ways in which businesses could comply with the NCA.
- Advise businesses on the penalties they may face for non-compliance to the Act.

[40]**QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)**

The human resources manager is responsible for compiling the job description and job specification. Suitable candidates can be recruited internally using various recruitment sources. The interviewees should be familiar with their role during the interview. Businesses must ensure that the employment contract complies with the legal requirements of employment.

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

- Outline the differences between *job description* and *job specification*.
- Discuss the impact of internal recruitment on a business.
- Explain the role of the interviewee during the interview.
- Advise businesses on the legal requirements of the employment contract.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

