

SA's Leading Past Year

Exam Paper Portal



You have Downloaded, yet Another Great  
Resource to assist you with your Studies 😊

Thank You for Supporting SA Exam Papers

Your Leading Past Year Exam Paper Resource Portal

Visit us @ [www.saexampapers.co.za](http://www.saexampapers.co.za)



**SA EXAM  
PAPERS**



**education**

**MPUMALANGA PROVINCE  
REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**BUSINESS STUDIES P1**

**SEPTEMBER 2022**

**MARKS: 150**

**TIME: 2 HOURS**

**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 particular note of what is required.
- 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.
- 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 guide for mark and time allocation when answering each question.

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

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

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 1.1.11E.

1.1.1 This Act applies to all casual and full-time workers who become disabled due to a workplace accident.

- A Compensation for Occupational Injuries and Diseases Amendment Act, 1997 (Act 61 of 1997)
- B National Credit Act, 2005 (Act 34 of 2005) (NCA)
- C Employment Equity Act, 1998 (Act 55 of 1998)
- D Consumer Protection Act, 2008 (Act 68 of 28 April 2008)

1.1.2 Senzele Distributors operates in the ... sector as they deliver products to customers.

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

1.1.3 Lunka furniture manufacturers took over Linton furniture stores to reduce competition. This is known as ...

- A horizontal integration.
- B backward integration.
- C forward integration.
- D market penetration.

1.1.4 The process of matching a new employee's skills and abilities with the requirement of a job is known as ...

- A Selection.
- B job analysis.
- C recruitment.
- D placement.

1.1.5 Jacobus Manufacturers implements quality ... by inspecting final products to ensure that it meets the required quality standards.

- A control
- B assurance
- C performance
- D Management system

(5x2) (10)

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

continuous improvement to processes and systems;....retrenched;....  
Weakness;....National Credit Act;....threat;.... monitoring and evaluation of quality  
processes;....recruitment;.... Dismissed;.... Consumer Protection Act;.... selection

- 
- 1.2.1 The ... prevents businesses from reckless lending and bankruptcy.
- 1.2.2 Sibeko Logistics ... some of their drivers as a result of branch restructuring.
- 1.2.3 Hailey Agencies shortlisted five candidates during the ... process.
- 1.2.4 The application of the PDCA model forms part of ....as a TQM element.
- 1.2.5 The high crime rate in the area is a ... to ATP manufacturers.

(5x2) (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 number (1.3.1–1.3.5) in the ANSWER BOOK, e.g. 1.3.6 I.

COLUMN A		COLUMN B	
1.3.1	Labour Relations Act	A	checks carried out during and after the production process
1.3.2	Divestiture	B	checks carried after the production process
1.3.3	Screening	C	includes environmental scanning
1.3.4	Quality assurance	D	business sell all their assets to pay off creditors
1.3.5	Strategic management process	E	informing unsuccessful applicants, about the outcome of their application
		F	promotes inclusivity in the workplace
		G	businesses sell some assets to pay off creditors
		H	includes taking over the market environment.
		I	candidates who meet the minimum requirements are separated from others
		J	promotes collective bargaining in the workplace

(5x2)

(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, for example QUESTION 2 on a new page, QUESTION 3 on a NEW page, et cetera.

**QUESTION 2: BUSINESS ENVIRONMENTS**

- 2.1 Name any THREE types of intensive strategies. (3)
- 2.2 Outline the role of SETAs in supporting the Skills Development Act (SDA), 1998 (Act 97 of 1998). (6)
- 2.3 Identify the force of the Porter's Five forces used by Malebo Trading to analyse their position in the market environment model in EACH statement below
- 2.3.1 Malebo Trading began a price war and continued to sell their products at lower prices.
- 2.3.2 They conducted market research to find out if sellers of alternatives products have improved their product.
- 2.3.3 Customers makes large purchases and bargaining for lower prices. (6)
- 2.4 Explain penalties of non-compliance with the Skills Development Act (SDA), 1998 (Act 97 of 1998). (4)
- 2.5 Read the scenario below and answer the question that follow:

**VUKA CHAIRS MANUFACTURERS(VCM)**

Vuka chairs manufacturers are experiencing a decline in the demand for their products. VCM decided to combine with Bargain Manufacturers to include a new product line.

- 2.5.1 Identify the type of diversification strategy applied by VCM. Motivate your answer by quoting from the scenario above. (3)
- 2.5.2 Explain the advantages of diversification strategies. (6)
- 2.6 Explain how the following PESTLE factors pose challenges to businesses.
- 2.6.1 Economic (4)
- 2.6.2 Environmental (4)
- 2.7 Recommend ways in which businesses can comply with Basic Conditions of Employment Act, (Act 75 of 1997). (6)

**[40]**

**QUESTION 3: BUSINESS OPERATIONS**

- 3.1 Name any TWO examples of employee benefits. (2)
- 3.2 Outline the role of the interviewee during the interview. (6)
- 3.3 Read the scenario below and answer the question that follow.

**TAMMY TOURS (TT)**

Tammy Tours is looking for a financial manager. They advertised the vacant position on their business news letters.

- 3.3.1 Identify the method of recruitment applicable to the scenario above. (2)
- 3.3.2 Explain the advantages of the method of recruitment identified in QUESTION 3.3.1. (4)
- 3.4 Discuss the selection procedure as a human resources activity. (6)
- 3.5 Outline the difference between quality management and quality performance. (4)
- 3.6 Read the scenario below and answer the question that follow.

**ZAYED MANUFACTURERS (ZM)**

Zayed Manufacturers is known of selling quality products at reasonable prices. ZM ensures that there is no interruption in production due to stock shortages. They also handle complaints quickly and effectively.

Identify TWO business functions that are responsible for ZM's operations. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.6

BUSINESS FUNCTIONS	MOTIVATIONS
1.	
2.	

- (6)
- 3.7 Explain how the quality of performance of the financial function can contribute to the success of the business. (4)
- 3.8 Advise businesses on the benefits of a good quality management system. (6)
- [40]**



**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS ENVIRONMENTS**

- 4.1 Name any THREE consumer rights as stipulated in the Consumer Protection Act (CPA). (3)
- 4.2 Read the scenario below and answer the questions that follow

<b>BIL RESTAURANT(BR)</b>		
<p>Bil Restaurant experienced a decline in turnover because of load shedding. The business income could not cover salary expenses for two months. Many clients are visiting Buya Restaurant on the same building as they are not affected by load shedding.</p>		

Use the table below as a GUIDE to answer QUESTION 4.2.1 to 4.2.3

<b>CHALLENGES 4.2.1</b>	<b>BUSINESS ENVIRONMENTS 4.2.2</b>	<b>EXTENT OF CONTROL 4.2.3</b>
1.		
2.		
3.		

- 4.2.1 Quote THREE challenges for BR from the scenarios above. (3)
- 4.2.2 Classify BR's challenges according to the THREE business environments. (3)
- 4.2.3 State the extent of control BR has over EACH business environment mentioned in QUESTION 4.2.2. (3)
- 4.3 Explain actions regarded as non-compliance by the Employment Equity Act, 1998 (Act 55 of 1998). (4)
- 4.4 Advise businesses on the steps in strategy evaluation. (4)

**BUSINESS OPERATIONS**

- 4.5 Name any TWO aspects that must be included in the employment contract. (2)
- 4.6 Outline the purpose of an interview. (4)
- 4.7 Distinguish between *piecemeal* and *time-related* salary determination methods. (4)

4.8 Read the scenario below and answer the question below

**GELTA PRODUCTION (GP)**

Gelta Production sells quality building products to various customers. GP has sufficient financing to test everything before implementing. They also allow for quality control checks at key points.

Identify TWO TQM elements applied by GP. Motivate your answer by quoting from the scenario above.

Use the table below to answer QUESTION 4.8

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

4.9 Advise business on the impact of total quality management (TQM) if poorly implemented.

(4)

**TOTAL SECTION B**

[40]

[80]

### SECTION C

Answer ANY ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of each question that you choose. EACH question must start on a NEW page, e.g. QUESTION 5 on a NEW page, QUESTION 6 on a NEW page.

### QUESTION 5: BUSINESS ENVIRONMENTS(LEGISLATION)

The government enacted the Broad – Based Economic Empowerment Act(BBBEE), 2003 (Act 53 of 2003) to address the shortcomings of Black Economic Empowerment (BEE). Businesses must comply with this Act by implementing its pillars in the workplace to avoid penalties for non-compliance.

Write an essay on the Broad-Based Economic Empowerment Act in which you include the following aspects.

- Outline the purpose of the Broad Based Black Economic Empowerment Act.
- Explain the impact of BBBEE on businesses.
- Discuss the implications of any THREE pillars of BBBEE on businesses.
- Advise businesses on penalties they may face for non-compliance with the BBBEE.

**(40)**

**QUESTION 6: BUSINESS OPERATION (HUMAN RESOURCES AND QUALITY OF PERFORMANCE).**

Human resources managers are responsible for preparing a job analysis which includes a job description and job specification to identify recruitment needs. They must also ensure that new employees are properly inducted. New employees must contribute to total quality management (TQM) through continuous skill development and total client satisfaction. Businesses must also find ways to reduce the cost of quality.

Write an essay on human resources and quality of performance in which you address the following aspects:

- Outline the difference between job description and job specification.
- Explain the purpose of induction.
- Discuss the impact of the following TQM elements on large businesses:
  - Continuous skills development
  - Total client/customer satisfaction
- Suggest ways in which TQM can reduce the cost of quality.

**(40)****TOTAL SECTION C [40]****GRAND TOTAL [150]**