

# SA's Leading Past Year

## Exam Paper Portal

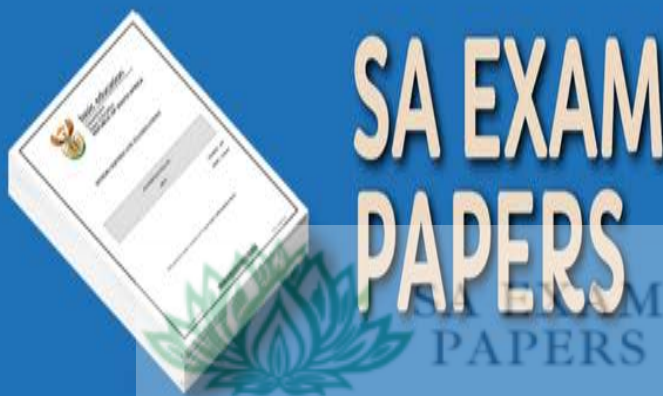


You have Downloaded, yet Another Great Resource to assist you with your Studies 😊

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)





**education**

Department of  
Education  
FREE STATE PROVINCE

## **PREPARATORY EXAMINATION**

**GRADE 12**

**BUSINESS STUDIES P1**

**SEPTEMBER 2023**

**MARKS: 150**

**TIME: 2 HOURS**

**This question paper consists of 10 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 answer only what is required.

Note that ONLY the answers to the first TWO questions selected in SECTION B and the answer to the FIRST question selected 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 the nature of each question to determine the length and depth of an answer.
6. Use the table below as a guide for marks and time allocation when answering each question.

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

7. Start 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 B.

1.1.1 The ... strategy is responsible to improve social development through economic development.

- A Public Relations
- B National Skills Development
- C Rural Development
- D Human Resources Development

1.1.2 Customers may not be able to afford products due to low income levels. This is known as the ... PESTLE environment.

- A social
- B economic
- C legal
- D political

1.1.3 Ubuntu Clinic operates in the ... sector as it offers auxiliary services to the public.

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

1.1.4 The human resources manager is engaged in the ... process by checking the application documents against the requirements of the job.

- A screening
- B placement
- C interview
- D processing

1.1.5 Businesses ensure that the required standard is met by carrying out inspections during and after the production process. This is known as ...

- A quality control.
- B quality performance.
- C quality.
- D quality assurance.

(5 x 2) (10)



Grade 12 Prep. Exam.

- 1.2 Complete the following statements by using the word(s) 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.

administration; time-related; recruitment; forward; sick; selection; backward; annual; piecemeal; public relations
---

- 1.2.1 An employee qualifies for 21 consecutive days ... leave per year.
- 1.2.2 During the ... procedure, a written offer is made to the successful candidate.
- 1.2.3 Buncho Supermarket implemented the ... vertical integration strategy by taking over the chicken farmer who sells them eggs.
- 1.2.4 The manager of the ... department released a positive press statement to address the negative publicity of the business.
- 1.2.5 According to the ... salary determination method, employees are paid for the number of hours worked.

(5 x 2) (10)

Grade 12 Prep. Exam.

- 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 Power of competitors	A an ongoing effort to improve products, services or processes
1.3.2 Continuous improvement of processes and systems	B benefits only a few previously disadvantaged people in the economy
1.3.3 Job specification	C businesses assess the uniqueness of the product offered by other businesses
1.3.4 BBBEE	D outlines the minimum qualifications and skills needed for the job
1.3.5 Placement	E selected employees are informed about the procedures of the business
	F an ongoing effort to train employees to improve their skills
	G selected candidates are directed where they will function optimally to add value to the business
	H outlines the duties and responsibilities of a position
	I benefits a wider group of previously disadvantaged people across the entire population
	J businesses that buy in bulk can bargain for better prices in their favour

(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 the FOUR elements of the SWOT analysis. (4)
- 2.2 Identify the type of defensive strategy that was used in EACH statement below:
- 2.2.1 XYZ Traders reduced the number of workers who are redundant because the transport department was closed.
- 2.2.2 The court issued an order to Collin Manufacturers to sell the entire business to pay all the liabilities.
- 2.2.3 Jacob Mining sold the unproductive machinery to pay off debts. (6)
- 2.3 Outline the strategic management process. (6)
- 2.4 Read the scenario below and answer the questions that follow.

**MINING QUALIFICATION AUTHORITY (MQA)**

The Mining Qualification Authority(MQA) is the SETA for the mining industry. The MQA SETA reports to the Director General of the Department of Labour on the implementation of its sector skills plans. They also promote and establish learnerships.

- 2.4.1 Quote the roles of SETAs from the scenario above. (2)
- 2.4.2 Describe other roles of SETAs except the ones named in QUESTION 2.4.1. (6)
- 2.5 Discuss the advantages of intensive strategies. (6)
- 2.6 Explain TWO rights of employees according to the Labour Relations Act, 1995 (Act 66 of 1995). (4)
- 2.7 Advise businesses on penalties that they may face for non-compliance with the Compensation of Occupational Injuries and Diseases Act (COIDA) 1993, (Act 130 of 1993). (6)

**[40]**

**QUESTION 3: BUSINESS OPERATIONS**

- 3.1 State any TWO sources of external recruitment. (2)
- 3.2 Outline the aspects that must be included in an induction programme. (6)
- 3.3 Read the scenario below and answer the questions that follow.

**SUPER CATERING EVENTS (SCE)**

Super Catering Events is a business that disregarded COVID-19 safety regulations in 2020. Some of the employees at SCE decided to leave the business voluntarily.

- 3.3.1 Identify the reason why employees at SCE decided to terminate their contracts. (2)
- 3.3.2 Discuss THREE other reasons for the termination of a contract. (6)
- 3.4 Explain the legal requirements of an employment contract. (4)
- 3.5 Identify the quality concept applied by Stemmer Manufacturers in EACH statement below:
- 3.5.1 Stemmer Manufacturers ensured that all departments work together towards achieving the same quality standards. (2)
- 3.5.2 The business developed new methods and techniques to improve the quality of their products. (2)
- 3.6 Read the scenario below and answer the questions that follow.

**TRUCK TRACKING COMPANY (TTC)**

Truck Tracking Company (TTC) has a department that handles business-related aspects like funding and budgets. Another department is responsible for developing a brand, logo, website and social media advertising.

Identify TWO business functions applicable to TTC. 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)



Grade 12 Prep. Exam.

3.7 Elaborate on the meaning of *quality*. (4)3.8 Suggest ways in which TQM can reduce the cost of quality. (6)  
[40]**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS ENVIRONMENTS**

4.1 List FOUR consumer rights according to the Consumer Protection Act, 2008, (Act 68 of 2008). (4)

4.2 Name THREE business environments and state the extent of control businesses have over EACH environment.

Use the table below as a GUIDE to answer QUESTION 4.2

BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
1.	
2.	
3.	

(6)

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

**TOM'S AGRICULTURAL FARM (TAF)**

Tom's Agricultural farm produces a variety of fruits. TAF sold shares to its employees at a reasonable cost. Employees at TAF are engaged in various learnership programmes.

Identify TWO BBBEE pillars applied by TAF. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.3.

BBBEE PILLARS	MOTIVATION
1.	
2.	

(6)

4.4 Advise businesses on the steps in strategy evaluation. (4)

Grade 12 Prep. Exam.

**BUSINESS OPERATIONS**

- 4.5 Name FOUR aspects that must be included in an employment contract. (4)
- 4.6 Discuss the role of the interviewer before the interview. (6)
- 4.7 Explain the following elements of the PDCA model:
- 4.7.1 Do (2)
- 4.7.2 Act (2)
- 4.8 Advise businesses on the benefits of a good quality system. (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 the 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 Employment Equity Act, 1998 (Act 55 of 1998) was introduced to aid workplace transformation. Businesses must analyse the impact of all employment policies. They should also consider actions that may be regarded as non-compliance and how they can comply with the Act.

Write an essay on the Employment Equity Act in which you include the following aspects:

- Outline the purpose of the Employment Equity Act (EEA).
- Describe the impact of the EEA on businesses.
- Explain actions regarded as non-compliance with the Act.
- Suggest ways in which businesses can comply with the EEA.

[40]

**QUESTION 6: BUSINESS OPERATIONS (TOTAL QUALITY MANAGEMENT)**

Businesses use quality circles to achieve the desired outcome. If Total Quality Management (TQM) is poorly implemented, it will have a negative effect on businesses. The monitoring and evaluation of quality processes and total client satisfaction contribute towards the effective implementation of TQM. Quality performance in general management will contribute to the success of the business.

Write an essay on the quality of performance in which you include the following aspects:

- Outline the importance of quality circles as part of the continuous improvement of processes and systems.
- Explain the impact of TQM if poorly implemented by businesses.
- Discuss the impact of the following TQM elements on large businesses:
  - Monitoring and evaluation of quality processes
  - Total client/customer satisfaction
- Recommend quality indicators of the general management function that can contribute to the success of a business.

[40]

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**