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**MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA**

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

**BUSINESS STUDIES P1
SEPTEMBER 2023**

MARKS: 150

DURATION: 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 take particular note of what is required.
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 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, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.
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 number (1.1.1–1.1.5) in the ANSWER BOOK, for example 1.1.6E.

1.1.1 This Act prevents discrimination on grounds of gender and disability in the workplace.

- A National Credit Act, 2005 (Act 34 of 2005)
- B Employment Equity Act, 1998 (Act 55 of 1998)
- C Skills Development Act 1998, (Act 97 of 1998)
- D Broad Based Black Economic Empowerment 2003, (Act 53 of 2003)

1.1.2 Zall Aluminum windows implemented ... by adding aluminum doors in their product range in order to attract the new market.

- A horizontal diversification
- B concentric diversification
- C product development
- D conglomerate diversification

1.1.3 Walland Mining operate in the ... sector as they extract the best quality gold on the ground.

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

1.1.4 The purpose of an interview is to ...

- A prepare the venue for the interview
- B avoid asking of discrimination questions
- C evaluate the skills and personal characteristics of the applicant
- D select the candidate who possess minimum qualifications

1.1.5 The ... function contributes to the success of the business by negotiating the best interest rate to reduce the cost.

- A financial
- B purchasing
- C administration
- D Public relations

(5X2) (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 number (1.2.1–1.2.5) in the ANSWER BOOK.

specification; quality performance; threat; SETAs; trade union, quality management; organization; Director General; description; weakness

1.2.1 The role of ... is to draw up skills development plans for their specific economic sector.

1.2.2 High employee turnover is one of the ... in the SWOT analysis tool.

1.2.3 Employers have the right to form the employer ... in the workplace

1.2.4 The job ... outlines the duties and responsibilities of a specific job.

1.2.5 Total performance of each department measured against specified standards is known as...

(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. 1.3.6I.

COLUMN A		COLUMN B	
1.3.1	Collective bargaining	A	a PDCA model where change is implemented on a wider scale
1.3.2	Strategy	B	keep financial records up to date to ensure accurate tax payments
1.3.3	Compulsory benefits	C	make reliable information available to management on time
1.3.4	Do	D	Is a long term goal achieved by business
1.3.5	Administration function	E	a PDCA model where change is implemented on a small scale
		F	refers to compensation beyond a regular wage or salary to an employee
		G	is the negotiations between employers' association and trade unions on matters such as wages/conditions of employment.
		H	Is a long term plan of action to achieve business goals
		I	refers to benefits that businesses are legally required to offer its employees.
		J	is an agreement between the employer organisations and trade unions on matters such as wages/conditions of employment

(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 TWO types of integration strategies. (2)
- 2.2 Outline the purpose of Consumer protection Act.(CPA),2008(Act 68 of 2008). (4)
- 2.3 Read the scenario below and answer questions that follow

LUVUYO CHICKEN FARM(LCF)

Luvuyo chicken farm is experiencing a delay in delivery of gaslights ordered from Alvin lights manufacturers.10 000 chickens died in the past two months because of load shedding LCF makes use of an outdated generator that occasionally breaks down.

- 2.3.1 Quote THREE business challenges for LCF from the scenario above. (3)
- 2.3.2 Classify LCF's challenges according to the business environments. (3)
- 2.3.3 State the extent to which a business can control the business environments from given scenario. (3)

Use the table below as GUIDE to answer QUESTIONS 2.3.1, 2.3.2 and 2.3.3

CHALLENGE(2.3.1)	BUSINESS ENVIRONMENT(2.3.2)	EXTENT OF CONTROL (2.3.3)
1.		
2.		
3.		

- 2.4 Explain to businesses on how they could apply the following Porter's Five Forces model to analyse their position in the market:
- 2.4.1 Power of buyers (4)
- 2.4.2 Power of competitors/Competitive rivalry (4)

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

VUYO ENGINEERING (VE)

Vuyo Engineering specialises in the manufacturing of windows and gates. The management at VE ensures that accidents and illnesses that occurred in the workplace are reported immediately.

- 2.5.1 Identify the Act that is applicable to VE. Motivate your answer by quoting from the scenario above. (3)
- 2.5.2 Describe other ways in which VE can comply with the Act identified in QUESTION 2.5.1 above. (4)
- 2.6 Explain how the Sector Education and Training Authorities (SETAs) is funded. (6)
- 2.7 Advise businesses on the implications of the management control as a pillar of Broad Based Black Economic Empowerment (BBBEE) 2003, (Act 53 of 2003). (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

- 3.1 State any TWO sources of internal recruitment. (2)
- 3.2 Explain the recruitment procedure. (4)
- 3.3 Read the scenario below and answer the questions that follow:

MARCUS GUEST HOUSE (MGH)

MGH has appointed Onie as a chef. A discussion of the employment contract and condition of service was also included in the programme. MGH expects its employees to Increase quality of performance.

- 3.3.1 Name TWO aspects of the induction programme that MGH applied in the scenario above. (2)
- 3.3.2 Explain the purpose of induction for the business. (6)
- 3.4 Discuss the positive impact of external recruitment. (6)
- 3.5 Outline the importance of quality circles as part of continuous improvement to processes and systems. (4)
- 3.6 Explain the difference between *quality control* and *quality assurance*. (4)

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

SHORT LEFT TOURS (SLT)

Short Left Tours provides transport services. SLT have enough resources to check on quality performance in each unit. They also ensure that their employees attend workshops on a regular basis.

Identify TWO total quality management (TQM) elements, applied by SLT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.7.

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

- 3.8 Advise businesses on the benefit of a good quality management system.

(6)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

- 4.1 Name TWO types of intensive strategies (2)

- 4.2 Outline actions regarded as non-compliance by businesses according to the Labour relations Act (LRA), 1995 (Act 66 of 1995). (4)

- 4.3 Read the scenario below and answer the questions that follow:

HALLS TRADERS(HT)

Halls traders sold two of the divisions that are no longer profitable because of elicit market of music in South Africa.

- 4.3.1 Identify the type of defensive strategy that HT applied. Motivate your answer by quoting from the scenario above. (3)

- 4.3.2 Describe ONE other type of defensive business strategy. (3)

- 4.4 Discuss the impact of the National Credit Act, 2005 (Act 34 of 2005) on businesses. (4)

- 4.5 Recommend ways in which businesses can comply with the Employment Equity Act, 1998 (Act 55 of 1998). (4)

BUSINESS OPERATIONS

4.6 Outline any FOUR aspects that must be included in the employment contract. (4)

4.7 Discuss the positive impact of fringe benefits. (6)

4.8 Read the scenario below and answer the question that follows.

TSIAMO CAR WASH (TCW)

TCW specialises in providing quality services to customers. They use techniques to improve the quality of its products. They also ensure that total performance of each department is measured against the specified standard.

Identify TWO quality concepts that are applicable to TCW. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.8

QUALITY CONCEPTS	MOTIVATIONS
1.	
2.	

(6)

4.9 Advise businesses on how quality of performance can contribute to the success of the purchasing function. (4)
[40]

TOTAL SECTION B [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(BUSINESS STRATEGIES)

Businesses are on daily basis challenged by changes in the business environment. Managers are forced to come up with strategies to overcome challenges posed by different business environment for businesses to remain profitable. Strategy used must also be continuously be evaluated to establish if planned outcomes is achieved.

- Outline the strategic management process.
- Explain the advantages of diversification strategies.
- Discuss ways in which businesses can deal with the challenges that are posed by the following PESTLE factors:
 - Political
 - Economical
- Advise businesses on the steps in strategy evaluation.

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

The application of job analysis will assist business to consider how employees' salaries will be determined. Human resources Function must properly adhere to the selection procedure in order to obtain the best candidate. 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 *piecemeal* and *time-related* salary determination method.
- Explain the selection procedure.
- Discuss the quality indicators of the following business functions:
 - Production function
 - Marketing function
- Recommend ways in which TQM can reduce the cost of quality.

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