

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



SA EXAM PAPERS

SA EXAM
PAPERS



DEPARTMENT OF EDUCATION
DEPARTEMENT VAN ONDERWYS
LEFAPHA LA THUTO
ISEBE LEZEMFUNDO

**PROVINSIALE VOORBEREIDINGSEKSAMEN/
PROVINCIAL PREPARATORY EXAMINATION**

GRAAD/GRADE 12

**BESIGHEIDSTUDIES V1/
BUSINESS STUDIES P1**

SEPTEMBER 2023

PUNTE/MARKS: 150

TYD/TIME: 2 uur/hours

**Hierdie vraestel bestaan uit 9 bladsye./
This question paper consists of 9 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 questions in this section

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

Note that **ONLY** the first **TWO** questions selected in **SECTION B** and the answers 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 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 COMPLUSORY	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 legible.

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 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 This Act prevents unfair marketing practices:

- A Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
- B Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- C Labour Relations Act (LRA), 1995 (Act 66 of 1995)
- D National Credit Act (NCA), 2005 (Act 34 of 2005)

1.1.2 KL Handbags Manufacturers operates in the ... sector as it is producing final products.

- A Informal
- B Tertiary
- C Primary
- D Secondary

1.1.3 Workers may not work more than ... hours overtime per day.

- A 10
- B 3
- C 15
- D 20

1.1.4 Employees can terminate an employment contract when they may have reached a pre-determined age, that is known as ...

- A pension
- B dismissal
- C resignation
- D retirement

1.1.5 Marumo Traders offer vehicle, travel and cell phone allowances to the employees as an example of ...

- A fringe benefits
- B compulsory deductions
- C remuneration
- D salary

(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.

SWOT; public relations; do; learnership; no control; general management; little control; plan; internship; PESTLE
--

- 1.2.1 Mandy's Courier Services has ... over the increasing price of petrol.
- 1.2.2 A/An ... agreement includes practical work experience that can lead to a recognised occupational qualification.
- 1.2.3 NC Traders used the ... analysis by evaluating the good practices and challenges experienced within the business.
- 1.2.4 The ... function is responsible for the release of positive press statements in order to boost the image of the business.
- 1.2.5 XYZ Manufacturers have identified the problem which led to poor quality 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 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	National Skills Development Strategy	A	ability of goods to meet the specific needs of customers
1.3.2	Market development	B	written description of specific qualifications and experience needed
1.3.3	Quality	C	process whereby a business appoints a selected candidate for an open position
1.3.4	Recruitment	D	provides access to training programmes
1.3.5	Job specification	E	businesses introduce new products into existing markets
		F	ability of goods to meet the specific needs of customers above their expectations
		G	improves social development and reduce poverty
		H	process whereby a business identifies a vacancy and attracts suitable candidates for the position
		I	businesses aim to sell its existing products in new markets
		J	written description of the job and its requirements

(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, etc.

QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1 Name any THREE pillars of the Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003), (amended in 2013). (3)
- 2.2 Outline how SETA's are funded. (6)
- 2.3 Read the scenario below and answer the question that follows.

PRETTY FURNITURE (PF)

Pretty Furniture have been facing some challenges in the recent years. They are losing some of their customers as the business does not have online transaction facilities. They are also experiencing a decline in sales due to the high unemployment rate. The packaging material that PF uses is not recyclable.

Identify THREE factors of the PESTLE analysis that pose challenges to PF. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.

PESTLE FACTORS	MOTIVATIONS
1.	
2.	
3.	

- 2.4 Describe the strategic management process. (6)
- 2.5 Discuss the advantages of intensive strategies for businesses. (4)
- 2.6 Explain the following provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997):
- 2.6.1 Meals-breaks/Rest periods (2)
- 2.6.2 Annual leave (2)
- 2.6.3 Family responsibility leave (2)
- 2.7 Suggest ways in which businesses can comply with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997). (6)

[40]

QUESTION 3: BUSINESS OPERATIONS

- 3.1 List any TWO sources of external recruitment. (2)
- 3.2 Outline the selection procedure as a human resources activity. (6)
- 3.3 Explain the advantages of fringe benefits on businesses. (6)
- 3.4 Advise businesses on the importance of skills development in the human resource function. (6)
- 3.5 Read the scenario below and answer the questions that follow.

SUPER SAVE MANUFACTURERS (SSM)

The management of Super Save Manufacturing has received many complaints from their customers about the poor quality of their products. Ideas on how SSM can improve the quality of the product were requested. Investigations were conducted with solutions submitted to management.

- 3.5.1 Quote TWO roles of the quality circles from the scenario above. (2)
- 3.5.2 Advise the management of SSM of other roles of quality circles in improving the quality of products. (4)
- 3.6 Identify the total quality management (TQM) elements applied by Arthur Traders in EACH statement below.
- 3.6.1 The employees at Arthur Traders regularly attend training courses on service delivery. (2)
- 3.6.2 The management of Arthur Traders always request their buyers to complete a questionnaire on the quality of their products and services. (2)
- 3.7 Describe how quality of performance in the *administration function* can contribute to the success of a business. (4)
- 3.8 Advise businesses on the impact of total quality management (TQM) if it is poorly implemented. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS ENVIRONMENT**

- 4.1 Name any TWO types of integration strategies. (2)
- 4.2 Outline steps when evaluating a strategy. (4)
- 4.3 Identify the element of Porter's Five forces model that applies to Milky Milk in EACH of the following statements:
- 4.3.1 Branded Bottles is the only place where Milky Milk can buy their plastic bottles. (2)
- 4.3.2 Strawberry Milks attracts more customers than Milky Milk. (2)
- 4.4 Explain the rights of the consumer according to the National Credit Act, 2005 (Act 34 of 2005) (4)
- 4.5 Discuss TWO types of defensive strategies. (6)

BUSINESS OPERATIONS

- 4.6 Name TWO salary determination methods used by businesses. (2)
- 4.7 Outline aspects that should be included in an induction programme. (4)
- 4.8 Read the scenario below and answer the questions that follow.

FRANCIS FLORA CAKES (FFC)

Francis Flora Cakes specialises in the baking of birthday and wedding cake for local businesses. FFC ensures that checks are carried out during and after the production process. FFC also ensures that all business functions use the necessary tools to improve the quality of the product.

- 4.8.1 Identify TWO quality concepts applied by FFC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer Question 4.8.1.

QUALITY CONCEPTS	MOTIVATIONS

- 4.8.2 Explain to FFC the benefits of a good quality system. (4)
- 4.9 Suggest ways in which total quality management (TQM) can reduce the cost of quality. (4)
- [40]**

TOTAL SECTION B: 80

Please turn over

SECTION C

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 (LEGISLATION)

The Employment Equity Act (EEA), 1998 (Act 55 of 1998) was introduced to promote equity in the workplace and has a direct impact on businesses. Businesses are obliged to comply with the requirements of the Act or face penalties for non-compliance.

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

- Outline the purpose of the Employment Equity Act.
- Explain the impact of this Act on businesses.
- Discuss the consequences/penalties that businesses may face for not complying with the EEA.
- Suggest ways in which businesses can comply with this Act.

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

The human resources manager has an important role to play during the interviewing of candidates. Businesses must offer a comprehensive induction programme to new employees and prepare employment contracts that comply with legal requirements for the selected candidates. Businesses should consider the implications of the Labour Relations Act, 1995 (Act 66 of 1995) on human resources function.

Write an essay on the human resource function, in which you include the following aspects:

- Outline the role of the interviewee during the interview.
- Explain the impact of induction for businesses.
- Discuss the legal requirements of the employment contract.
- Advise the businesses on the implications of the Labour Relations Act on the human resources function.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150