Province of the EASTERN CAPE EDUCATION

Iphondo leMpuma Kapa: Isebe leMfundo
Provinsie van die Oos Kaap: Department van Onderwys
Porafensie Ya Kapa Botjahabela: Lefapha la Thuto

NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2025

BUSINESS STUDIES P1

MARKS: **150**

TIME: **2 hours**

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 two questions in this section.

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

   Note that ONLY the answers to 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 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, for example 1.1.6 D.

1.1.1 This Act provides for the establishment of the National Consumer Commission (NCC).

A Skills Development Act (SDA), 1998 (Act 97 of 1998)
B Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
C Employment Equity Act (EEA), 1998 (Act 55 of 1998)
D National Credit Act (NCA), 2005 (Act 34 of 2005)

1.1.2 The recent increase in the petrol price affects operations of the transport business severely. This is an example of a/an …

A weakness.
B opportunity.
C threat.
D strength.

1.1.3 ABC traders have … control over the challenges related to its vision and mission statement.

A no
B limited
C less
D full

1.1.4 Vuka Ltd used the … procedure when they identified a vacancy and attracted suitable candidates for it.

A selection
B screening
C recruitment
D placement

1.1.5 The … function is responsible to keep records up to date to ensure accurate tax payments.

A administration
B financial
C purchasing
D public relations (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.

internal; learnership; administration; tertiary; external; internship; secondary; management system; control; human resources

1.2.1 A/An … agreement includes a practical training opportunity that can lead to a qualification.

1.2.2 Beauty Paints operate in the … sector as they specialise in manufacturing different kinds of paints.

1.2.3 Zweni Enterprise advertised their vacancies on the intranet. This is an example of … recruitment.

1.2.4 A framework that helps businesses to manage key processes is known as (a) … quality.

1.2.5 The … function is responsible to supply reliable information to management on time. (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, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 National Skills Development Strategy	A businesses take over their suppliers
1.3.2 Forward vertical	B imports are restricted by trade agreements
1.3.3 Economic factor	C large businesses use effective market research
1.3.4 Dismissal	D address the skills shortages in the SA workforce
1.3.5 Total client/ customer satisfaction	E businesses take over their distributors
	F termination of the employment contract because of misconduct
	G large businesses take time to implement processes and systems
	H imports are restricted by fluctuations in foreign currency
	I address the low level of language and mathematical skills among the youth
	J termination of the employment contract because of restructuring

(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 any TWO types of leave as stipulated in the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (2)

2.2 Outline how the Sector Education and Training Authorities (SETAs) are funded. (6)

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

ROBERTS MANUFACTURERS (RM)

Roberts Manufacturers specialise in the production of exclusive furniture. They noticed a decline in sales because of the decrease in the income levels of customers.

2.3.1 Name the PESTLE factor that is applicable to RM in the scenario above. (2)

2.3.2 Recommend ways in which RM can deal with the challenges posed by the PESTLE factor named in QUESTION 2.3.1. (4)

2.4 Explain the rights of employers in terms of Labour Relations Act (LRA), 1995 (Act 66 of 1995). (4)

2.5 Discuss TWO types of defensive strategies. (6)

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

PETER PRINTERS (PP)

Peter Printers is a printing company in the Eastern Cape. PP allows their workers to work overtime when necessary. Peter Printers' employees are registered with the Compensation Fund. PP also ensures that the machinery is in good working condition.

2.6.1 Quote TWO ways that PP complies with Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997) from the scenario above. (2)

2.6.2 Discuss the negative impact of COIDA on businesses. (4)

2.7 Explain the purpose of the National Credit Act (NCA), 2005 (Act 34 of 2005). (6)

2.8 Suggest ways in which businesses can comply with the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 State any THREE aspects that should be included in an induction programme. (3)

3.2 Outline the role of the interviewee during the interview. (6)

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

SUPERSAVE (SS)

SuperSave is a general dealer in East London. SS sells groceries and other necessities to poor communities. SuperSave employees are paid for the time they spend at work. SS also contributes to the medical aid of their employees.

3.3.1 Identify the type of salary determination method SS use in the scenario above. Motivate your answer by quoting from the scenario. (3)

3.3.2 Evaluate the impact of the fringe benefits on businesses. (4)

3.4 Discuss the implications of the Employment Equity Act on the Human Resources department. (4)

3.5 Elaborate on the meaning of *Total Quality Management (TQM).* (4)

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

BENJI LIMITED (BL)

Benji Limited manufactures high quality toy products. BL ensures that final products are right the first time with zero defects. Benji Limited improves their product quality through the implementation of TQM practices.

3.6.1 Identify the quality concept in the scenario above. (2)

3.6.2 Explain the impact of TQM if poorly implemented by businesses. (4)

3.7 Describe how businesses can apply TWO steps of the PDCA-cycle. (6)

3.8 Advise businesses on the quality indicators of the marketing function. (4)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name any FOUR rights of consumers in terms of the Consumer Protection Act, 2008 (Act 68 of 2008) (CPA). (4)

4.2 Outline the advantages of diversification strategies. (6)

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

TEDDY MOTORS (TM)

Teddy Motors buys and sells cars in Gqeberha. TM has recently promoted two black women as head of finance and public relations respectively. Teddy Motors uses Khwela Transport Services to commute to and from work.

Identify TWO pillars of the BBBEE Act that TM complies with in the scenario above. Motivate your answer by quoting from the scenario.

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

PILLARS	MOTIVATIONS
1.	
2.	

(6)

4.4 Advise businesses on penalties/consequences for non-compliance with the Skills Development Act, 1998 (Act 97 of 1998). (4)

BUSINESS OPERATIONS

4.5 State FOUR sources of external recruitment. (4)

4.6 Discuss the legal requirements of an employment contract. (6)

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

WALLY ENTERPRISE (WE)

Wally Enterprise design an integrated approach that reduces the cost of quality. WE introduce the use of quality circles to discuss ways to improve quality of work. Wally Enterprise employees improve communication about quality challenges and learn from experience. Employees may not be adequately trained, resulting in poor quality products.

4.7.1 Quote TWO ways in which TQM reduces the cost of quality from the scenario above. (2)

4.7.2. Explain other ways in which TQM can reduce the cost of quality. (4)

4.8 Advise businesses on the role of quality circles as part of continuous improvement to processes and systems. (4)

[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 (STRATEGIES)

> The strategic management process involves a series of stages that help businesses in fostering sustainable growth and competitive advantage. Businesses apply the Porter's Five Forces model in order to remain competitive in the market environment. Intensive strategies improve long-term growth of a business and remain profitable. Businesses need to evaluate strategies.

Write an essay on business strategies in which you include the following aspects:

- Outline the *strategic management process.*
- Explain how businesses could apply the following forces of Porter's Five Forces model:
  - Power of suppliers
  - Power of competitors/Competitive rivalry.
- Discuss THREE types of intensive strategies.
- Advise businesses on the steps in strategy evaluation. **[40]**

QUESTION 6: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

> A good quality management system offers numerous benefits. Businesses must know the difference between quality management and quality performance. Large businesses must be aware of the impact of the key elements of total quality management (TQM). Focusing on the quality performance of production functions, business can achieve long-term success.

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

- Outline the benefits of a good quality management system.
- Explain the differences between *quality management* and *quality performance*.
- Discuss the impact of the following TQM elements on large businesses:
  - Adequate financing and capacity
  - Continuous improvement to processes and systems.
- Advise businesses on how quality performance of production can contribute to the success of the business. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150