education

Department of Education
FREE STATE PROVINCE

PROVINCIAL ASSESSMENT

2025 JUNE

GRADE 12

BUSINESS STUDIES P1

EXAMINATION

MARKS: 150

TIME: 2 HOURS

This paper consists of 11 pages.

Copyright reserved

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 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
A: Objective-type questions COMPULSORY	**1**	**30**	**20 minutes**
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	**2**	**40**	**70 minutes**
	3	**40**	
	4	**40**	
C: TWO essay-type questions CHOICE: Answer any ONE.	**5**	**40**	**30 minutes**
	6	**40**	
TOTAL		**150**	**120 minutes**

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.

Copy right reserved

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, e.g., 1.1.6. D.

1.1.1 The aim of this Act is to protect consumers against unfair reckless lending by businesses:

A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
C National Credit Act (NCA), 2005 (Act 34 of 2005)
D Labour Relations Act (LRA), 1995 (Act 66 of 1995)

1.1.2 This Act requires businesses to report all employee accidents and illnesses that occur during working hours:

A Skills Development Act (SDA), 1998 (Act 97 of 1998)
B Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)
C Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003)
D Consumer Protection Act (CPA), 2008 (Act 68 of 2008)

1.1.3 Which ONE of the following businesses may be classified under the tertiary sector?

A IMPALA Coal Mine
B CAPE Vineyards Farm
C True Furniture Manufacturers
D FOX Bank

1.1.4 The … function ensures reliable capturing and storing of information.

A purchasing
B human resource
C administration
D production

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

A placement.
B selection.
C recruitment.
D training.

2×5 (10)

1.2 Complete the following statement by using the word(s) 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.

external, one and half, screening, continuous improvement to processes and systems, recruitment, forward, internal, monitoring and evaluation, double, backward

1.2.1 Ricky received … his normal rate of pay for working on a public holiday.

1.2.2 The … vertical integration strategy is used when a business combines with the distributor of their product.

1.2.3 Daylight Incorporated used … recruitment when they advertised a position for a new production manager in the local newspaper.

1.2.4 The TQM element of …allows for quality control checks and procedures at key points.

1.2.5 Candidates' application forms are checked against the requirements of the job during the … process.

2 × 5 (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 (1.3.1-1.3.5) in the ANSWER BOOK, e.g., 1.3.6 K

COLUMN A		COLUMN B	
1.3.1	National Skills Development Strategy	A	the training opportunity that requires employees to only attend external practical courses
1.3.2	SWOT analysis	B	Create conflict and low performance in the workplace
1.3.3	Learnership	C	provides for a system of credits that learners receive when they complete learnerships
1.3.4	Quality circle	D	create harmony and high performance in the workplace.
1.3.5	Employment contract	E	analyse the internal and external environment of the business
		F	provides career guidance and training centers
		G	the training opportunity that can lead to a recognised occupational qualification
		H	an agreement between the employer, employee and trade union that is legally binding
		I	an agreement between the employer and employee that is legally binding
		J	analyse the external environment of a business

2 × 5 (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 2: BUSINESS ENVIRONMENTS

2.1 List TWO rights that consumers have according to the Consumer Protection Act. (Act 68 of 2008) (2)

2.2 Outline the role of SETAs in supporting the Skills Development Act 1998 (ACT 97 of 1998). (6)

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

SCHUSTER TRADERS (ST)

Schuster Traders are known for selling quality products all over the country. They introduced online transactions for customers in remote areas. ST employees do not have the knowledge or skills to do online transactions and services.

2.3.1 Name the PESTLE factor that pose a challenge for ST in the scenario above. (2)

2.3.2 Explain ways in which ST can deal with the challenges that are posed by the PESTLE factor identified in QUESTION 2.3.1 (4)

2.4 Discuss the impact of the Employment Equity Act (EEA), 1998 (Act 55 of 1998) on businesses. (6)

2.5 Identify the type of defensive strategy that Coetzee Construction (CC) applied in each statement below:

2.5.1 Coetzee Construction sold all their assets to pay creditors.

2.5.2 Management of Coetzee Construction decided to close the marketing department of the business.

2.5.3 Coetzee Construction ended the employment contracts of many workers to save on costs. (6)

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

KAGISHO LOGISTICS (KL)

Kagisho Logistics complies with the Labour Relations Act (LRA),1995 (Act 66 of 1995) by taking the rights of employees into consideration. Employees take part in legal strikes without any fear of victimization. The employees also get locked out by KL to prevent damage to property and assets. The trade union representatives are given time off to pay attention to various labour duties.

2.6.1 Quote TWO rights of employees according to the Labour Relations Act 1995 (Act 66 of 1995) from the scenario above. (2)

2.6.2 Explain any other rights of employees in terms of LRA. (6)

2.7 Advise businesses on the benefits of intensive strategies. (6)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 List TWO components of job analysis. (2)

3.2 Outline selection procedure as a human resource activity. (6)

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

BUHLE CONSTRUCTION PTY (LTD)

Buhle construction is a leading company, which is known for its excellent service delivery. BC attracts skilled employees who contribute positively towards business goals. They increase employee satisfaction as they go an extra mile.

3.3.1 Quote TWO benefits of fringe benefits from the scenario above. (2)

3.3.2 Explain the negative impact of fringe benefits on business. (4)

3.4 Differentiate between *quality management* and *quality performance*. (8)

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

LESEDI AGENCY LTD (LA)

Lesedi Agency Ltd deals with shuttle services. LA has enough resources to prevent defects and minimize wastage. They also ensure that their employees attend workshops on a regular basis.

3.5.1 Identify TWO total quality management (TQM) elements, applied by LA. Motivate your answer by quoting from the scenario above. (6)

Copy right reserved

Use the table below as a GUIDE to answer QUESTION 3.5.1

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

3.5.2 Discuss the impact of any TQM element identified in QUESTION 3.5.1 (6)

3.6 Advise businesses on the benefits of a good quality management system. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name TWO types of business sectors. (2)

4.2 Elaborate on practical ways in which businesses can comply with the National Credit Act (NCA), 2005 (Act 34 of 2005). (4)

4.3 Read the following scenario and answer the questions that follow:

LEE MANUFACTURERS (LM)

Lee Manufacturers (LM) design and manufacture quality sportswear. They employ more black women in managerial positions to comply with BBBEE. They also sell shares to black people to enable them to take part in the economy of the country.

4.3.1 Identify the TWO pillars of Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003) used in the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 4.3.1

BBBEE PILLAR	MOTIVATIONS
1.	
2.	

(6)

4.3.2 Suggest ways in which businesses may apply the following BBBEE pillars in the workplace below:

- Skills development (4)
- Enterprise and Supplier Development (ESD) (4)

BUSINESS OPERATIONS

4.4 Name FOUR aspects of employment contract. (4)

4.5 Outline the importance of training development in human resource management. (6)

4.6 Read the following scenario and answer the questions that follow:

BATLOKWA HOLDINGS (BH)

Batlokwa Holdings sell different types of products across the Free State. Mpho, the manager monitors and controls stock to prevent theft. She also orders the stock timeously and makes a follow up to ensure goods are delivered on time.

4.6.1 Quote TWO quality indicators of the purchasing functions from the scenario above. (2)

4.6.2 Explain any other quality indicators of the purchasing function. (4)

4.7 Recommend ways in which total quality management (TQM) can reduce the cost of quality. (4)

[40]

TOTAL SECTION B: 80

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicates the QUESTION NUMBER of each chosen question. The answer to EACH question must start on a NEW page, e.g., QUESTION 5 on a NEW page e.g., QUESTION 6 on a new page.

QUESTION 5: BUSINESS ENVIRONMENTS (BUSINESS STRATEGIES)

Businesses must follow the strategic management process to succeed. Porters Five Forces should be used to identify challenges in the market. It is also important to consider the advantages of diversification strategies. Regularly evaluating strategies helps businesses to move forward.

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

- Outline the strategic management process.
- Explain how the following Porters Five Forces model can be applied:
  - Power of competitors/Competitive rivalry
  - Threat/Barriers of new entrants to the market
- Discuss the advantages of the diversification strategy.
- Advice businesses on the steps in strategy evaluation. **[40]**

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES)

The human resource manager must ensure that the business uses the right recruitment procedure. They must also know the role of an interviewer when filling in vacancies. The business should also implement a comprehensive induction programme for newly appointed candidates. Human resource managers must also know the link between salary determination and BCEA.

Write an essay on human resources in which you include the following aspects:

- Outline the recruitment procedure as a human resource activity
- Explain the role of the interviewer during the interview.
- Discuss the purpose of induction for business.
- Suggest the link between salary determination and BCEA **[40]**

TOTAL SECTION C 40

GRAND TOTAL: 150

Copy right reserved