KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P1

PREPARATORY EXAMINATION

SEPTEMBER 2024

MARKS: 150

TIME: 2 HOURS

This question paper consists of 10 pages.

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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 two questions in this section.

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

   Note that ONLY the first TWO questions in SECTION B and the FIRST questions in SECTION C will be marked.

3. Number the answers carefully 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 minutes**

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 legibly.

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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 1.1.10) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 The purpose of ... is to provide a comprehensive protection to employees who are injured in the course of performing their duties.

A Consumer Protection Act, (CPA) 2008 (Act 68 of 2008)
B Broad-Based Black Economic Empowerment Act, (BBBEE) 2003 (Act 53 of 2003)
C Compensation for Occupational Injuries and Diseases Act (COIDA), 1997 (Act 61of 1997)
D Labour Relations Act, (LRA) 1995 (Act 66 of 1995)

1.1.2 Thokoza Traders added new products that are unrelated to existing products which may appeal to new groups of customers. This is a ... diversification strategy.

A Conglomerate
B Concentric
C Horizontal
D Defensive

1.1.3. The industrial analysis tool that analyses both internal and external environments.

A PESTLE model.
B SWOT analysis.
C BEE scorecard.
D Porters Five Forces.

1.1.4 Mrs Short, the HR manager conducted an interview so as to ...

A familiarise new employees with their new work environment.
B allocate same amount of time to each candidate.
C increase quality of performance.
D evaluate the skills and personal characteristics of the applicant.

1.1.5 An integrated system applied throughout the organization, which helps to provide quality product to customers:

A Total Quality Management.
B Total Client Satisfaction.
C Quality Management System.
D Continuous Skills Development.

(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 numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

liquidation; learnership; tertiary; recruitment; divestiture; administration; financial; selection; internship; secondary

1.2.1 An agreement between training provider and a learner is called …

1.2.2 Dunn Car Manufacturers applied … defensive strategy when they sold unproductive assets to pay off debts.

1.2.3 Zet Construction Company can be classified as a … sector.

1.2.4 The human resource activity that aims at finding candidates who have necessary skills/knowledge to fill in vacancy is called …

1.2.5 The ... function ensures that all documentation is kept neatly and orderly in the safe place.

(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	BBBEE	A	describes key requirements of the person who will fill in the position.
1.3.2	Strategic management process	B	can be obtained if all departments work together towards the same quality standards.
1.3.3	Placement procedure	C	An Act that aims to distribute the country's wealth across a broader spectrum of society.
1.3.4	Job description	D	assigning a specific job to the selected candidate.
1.3.5	Quality performance	E	conducts environmental scanning using models such as PESTLE.
		F	it is a policy and it is not enforced.
		G	a plan of action to address an opportunity or solve a problem.
		H	describes tasks for a specific job.
		I	outlining specific responsibilities/expectations of the employee in the new position.
		J	can be used for accountability within each of business functions.

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions from 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 FOUR provisions of Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

2.2 Explain the purpose of Employment Equity Act (EEA), 1998 (Act 55 of 1998). (4)

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

SESI BOUTIQUE (SE)

Sesi Boutique sells latest brand clothing in one of the malls in Durban. SE complies with the requirements of National Consumer Commission. Customers are allowed to apply for credit without discrimination and they can also apply for debt review if they can no longer afford to repay debt. Customers are protected against dishonest business practices.

2.3.1 Quote TWO consumer rights according to National Credit Act, (NCA) 2005, Act 34 of 2005. (2)

2.3.2 Discuss the ways in which businesses can comply with National Credit Act (NCA) 2005 (Act 34 of 2005). (6)

2.4 Advise businesses on role of SETAs in supporting Skills Development Act (SDA), 1998 (Act 45 of 1998). (4)

2.5 Identify the Porter's Five Forces applicable to Zaza Shoes in each of the following statements:

2.5.1 Zama Shoes with lower prices opened just few kilometers away from Zaza Shoes. (2)

2.5.2 Customers prefer to buy comfortable sneakers than formal shoes. (2)

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2.6 Discuss the advantages of intensive strategies to business. (4)

2.7 Describe any TWO types of integration strategies. (6)

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

CHUNG ELECTRONICS (CE)
Chung Electronics sells imported watches and cell phones in Gauteng CBD. Fluctuation of exchange rate has restricted imports. The increase in interest rate has made borrowing of loans very expensive for CE.

2.8.1 Identify the PESTLE factor applicable to CE above. (2)

2.8.2 Recommend ways that CE can apply to deal with challenges posed by PESTLE factor identified in QUESTION 2.8.1. (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 Name any THREE sources of internal recruitment. (3)

3.2 Explain TWO salary determination methods that businesses can use to pay workers. (6)

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

SUKASAMBE CONSTRUCTION (SC)

Sukasambe Construction builds dams in rural areas. SC has a vacancy for a site manager. The advertisement of a vacant post was placed in bill boards and printed media.

3.3.1 Identify recruitment method used by SC in the above scenario. Motivate your answer by quoting from the scenario. (3)

3.3.2 Discuss the impact of the recruitment method identified in QUESTION 3.3.1 on businesses. (4)

3.4 Advise businesses on legal requirements of an employment contract. (4)

3.5 Distinguish between quality control and quality assurance. (4)

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

SINGH PRODUCE (SP)

Singh Produce grows fruits and vegetables and sells to retail businesses. SP has more resources to check on quality of performance in each unit. Wastage is minimised and defects are prevented.

3.6.1 Identify TWO TQM elements applicable to SP in the scenario above. (4)

3.6.2 Discuss quality indicators of marketing function. (4)

3.7 Analyse the benefits of good quality management systems to businesses. (4)

3.8 Evaluate the impact of adequate financing and capacity on large businesses as TQM element. (4)

[40]

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QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

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

Use the table below as a GUIDE to answer QUESTION 4.1.

BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
1.	
2.	
3.	

(6)

4.2 Explain the rights of employers according to Labour Relations Act (LRA) 1995, (Act 66 of 1995). (6)

4.3 Discuss steps in evaluating a strategy. (4)

4.4 Analyse implication of *ownership* as a BBBEE pillar on businesses. (4)

BUSINESS OPERATIONS

4.5 Elaborate on meaning of employment contract. (2)

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

DAWN ACCOUNTANTS (DA)

Dawn Accountants has appointed two junior accountants. The Human Resource Manager conducted induction programme for the new employees. The UIF, car allowance, pension fund and medical aid were discussed as benefits offered by the business.

4.6.1 Name any TWO fringe benefits from the scenario. (2)

4.6.2 Explain the benefits of induction to businesses. (6)

4.7 Describe any TWO steps of PDCA cycle to improve quality of products. (6)

4.8 Advise businesses on the impact of TQM if poorly implemented. (4)

[40]

TOTAL SECTION B: 80

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH 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 Consumer Protection Act (CPA) was established to redress economic inequalities of the past and to promote equality in the consumer market. The CPA outlines the rights of consumers which compel businesses to act responsibly when conducting their activities. The Act has a positive and negative effect on both credit providers and clients. Businesses are therefore compelled to comply with the requirements of the Act.

You specialise in guiding businesses in the implementation of recent legislation. Write an essay on the following Consumer Protection Act aspects:

- Outline the purpose of Consumer Protection Act.
- Explain the following consumer rights according to Consumer Protection Act.
    - Right to choose
    - Right to information and disclosure
- Discuss the impact of Consumer Protection Act on businesses.
- Advise businesses on how to comply with Consumer Protection Act.

[40]

QUESTION 6: BUSINESS OPERATIONS(HUMAN RESOURCES FUNCTION)

Businesses need to follow proper selection procedure when filling up vacant posts. The interview panel must be thoroughly prepared for this process to ensure that suitable candidates are selected. New employees sign employment contract on appointment. Employment contracts can be terminated for various reasons. Employer may offer employees fringe benefits above the salary package.

Give an in-depth analysis of human resources function by referring to the following aspects:

- Outline the selection procedure as a human resource activity.
- Explain the role of interviewer before/when preparing for an interview.
- Discuss the reasons for termination of an employment contract.
- Evaluate the impact of fringe benefits on businesses.

[40]

TOTAL SECTION C: 40

TOTAL MARKS: 150

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