GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

JUNE EXAMINATION
GRADE 12

2025

BUSINESS STUDIES

(PAPER 1)

BUSINESS STUDIES P1

C2721E

TIME: 2 hours

MARKS: 150

11 pages

X05

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 answer 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 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, e.g. QUESTION 1 – new page, QUESTION 2 – new page.

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, e.g., 1.1.6 D.

1.1.1 Employees are granted 1 day of paid … leave for every 26 days worked during the first 6 months of employment.

A annual
B sick
C family responsibility
D maternity

1.1.2 Businesses compile a … analysis to identify their strengths and weaknesses.

A SWOT
B PESTLE
C SCAMPER
D Porter's Five Forces model

1.1.3 Olivia Bank operates in the … sector.

A primary
B secondary
C tertiary
D micro

1.1.4 The … has implications on the human resources function because it promotes orderly negotiations and employee participation in decision-making in the workplace.

A Skills Development Act (SDA) (Act 97 of 1998)
B Labour Relations Act (LRA) (Act 66 of 1995)
C Basic Conditions of Employment Act (BCEA) (Act 75 of 1997)
D Employment Equity Act (EEA) (Act 55 of 1998)

1.1.5 Mzansi Enterprises uses quality … to ensure that all departments work together to obtain the same quality standards.

A control
B management
C assurance
D performance

(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.

induction; marketing; National Credit Regulator; selection; Broad Based Black Economic Empowerment; production; fringe benefits; Basic Conditions of Employment; National Consumer Commission; UIF

1.2.1 Josi Interiors violated the … Act by engaging in fronting practices to benefit certain individuals.

1.2.2 Businesses are enabled to resolve disputes fairly through the …

1.2.3 Rosemary Enterprises explained the roles and expectations of the job to new employees during the … process.

1.2.4 The quality indicator of the … function ensures that high-quality services are provided according to specifications.

1.2.5 Mangethe and Sons uses ... to attract experienced employees who may positively contribute to the business goals.

(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, e.g., 1.3.6 K

COLUMN A		COLUMN B	
1.3.1	Piecemeal	A	continuously promotes a positive company image
1.3.2	Total client satisfaction	B	establishes the CCMA for dispute resolutions
1.3.3	COIDA	C	businesses grow into new products and new markets
1.3.4	Concentric diversification	D	continuously improves the products and services of the business
1.3.5	Labour Relations Act	E	employees are paid for the number of items produced
		F	establishes a framework of acceptable employment practices
		G	promotes health and safety in the workplace
		H	employees are paid for the number of hours worked
		I	promotes social development and helps to reduce poverty
		J	businesses want to increase their product range and markets

(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 FOUR pillars of the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003). (4)

2.2 Outline the rights of employees in terms of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (6)

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

ZARA MANUFACTURERS (ZM)

Zara Manufacturers produces handmade mats. ZM encourages employees to improve their skills and to actively engage in learnerships. They provide training material for the skills development facilitators. They also assess the skills of employees to determine the areas in which skills development is needed.

2.3.1 Quote TWO ways in which ZM is complying with the Skills Development Act (SDA), 1998 (Act 97 of 1998). (2)

2.3.2 Advise businesses on how SETAs are funded. (4)

2.4 Discuss any TWO types of intensive strategies. (6)

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

OASIS TECH SOLUTIONS (OTS)

Oasis Tech Solutions used the Porter's Five Forces model to analyse their position in the market. They assessed how large corporate clients can negotiate for lower software licensing fees. They also evaluated whether their technology solutions can be easily replaced with more affordable alternatives. OTS implemented the strategic management process to overcome challenges and improve performance.

2.5.1 Identify TWO forces of Porter's Five Forces model that are applicable to OTS. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 2.5.1.

PORTER'S FIVE FORCES MODEL	MOTIVATIONS
1.	
2.	

2.5.2 Explain the strategic management process. (4)

2.6 Discuss the *prohibition of employment of children and forced labour* as a provision of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

2.7 Advise businesses on actions regarded as non-compliant with the Employment Equity Act (EEA), 1998 (Act 55 of 1998). (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 State any FOUR examples of employee benefits in the workplace. (4)

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

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

CLAUDIA SUPPLIERS (CS)

Claudia Suppliers established an employment contract for both the employer and the employees in the business. The contract includes a code of conduct and a code of ethics. It also promotes equal opportunities in the workplace. CS explained that the employment contract can be renegotiated during the course of employment.

3.3.1 Quote TWO legal requirements of an employment contract from the scenario above. (2)

3.3.2 Explain other legal requirements of an employment contract. (4)

3.4 Advise businesses on the roles of the interviewer during the interview. (4)

3.5 Outline the differences between *quality control* and *quality assurance*. (4)

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

SAFETY FIRST TOURS (SFT)

Safety First Tours provides reliable transport services. The management of SFT can afford market research to gather information about their clients. This is done to achieve total quality management within the business.

3.6.1 Identify the total quality management (TQM) element applied by SFT in the scenario above. (2)

3.6.2 Explain other advantages of the TQM element identified in QUESTION 3.6.1. (4)

3.7 Discuss the benefits of a good quality management system. (6)

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

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 List any FOUR consumer rights according to the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). (4)

4.2 Describe any TWO types of defensive strategies. (6)

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

BLOOMING FLORALS (BF)

Blooming Florals provides flower delivery services to communities in Gauteng. Recently, their employees went on strike over disagreements about the annual performance bonus. BF has to close earlier on Fridays due to the rising crime rate. A new competitor, Petals & Posies, started offering cheaper flower arrangements.

4.3.1 Quote THREE challenges for BF from the scenario above. (3)

4.3.2 Classify BF's challenges according to the THREE business environments. (3)

Use the table below as a GUIDE to answer QUESTIONS 4.3.1 and 4.3.2.

CHALLENGES (4.3.1)	BUSINESS ENVIRONMENTS (4.3.2)
1.	
2.	
3.	

4.4 Advise businesses on the penalties they may face for non-compliance with the National Credit Act (NCA), 2005 (Act 34 of 2005). (4)

BUSINESS OPERATIONS

4.5 State any FOUR sources of external recruitment. (4)

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

MAGEBA TRADERS (MT)

The HR manager of Mageba Traders has appointed Tara as an accountant. She was offered an employment contract that included hours of work, a tour of the premises and a probation period.

4.6.1 Quote TWO aspects of the employment contract from the scenario above. (2)

4.6.2 Explain the reasons for the termination of an employment contract. (4)

4.7 Discuss the impact of TQM if poorly implemented by businesses. (6)

4.8 Advise businesses on the quality indicators of the purchasing function. (4)

[40]

TOTAL SECTION B: 80

SECTION C

Answer ANY ONE question in this section.

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 (BUSINESS STRATEGIES)

Businesses must regularly evaluate their strategies to remain aligned with their goals in the ever-changing business environment. Integration strategies are vital for progress as well as development to remain sustainable in the market. External PESTLE factors can present significant challenges to businesses. Businesses need to be proactive in order to deal with these challenges.

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

- Outline the steps in strategy evaluation.
- Explain THREE types of integration strategies.
- Discuss how the following PESTLE factors pose challenges to businesses:
  - Legal
  - Political
  - Environmental
- Recommend ways in which businesses can deal with the challenges posed by the PESTLE factors above. **[40]**

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

Businesses should follow the correct recruitment procedure to find suitable candidates. They compile a job analysis to determine their recruitment needs. Human resources managers understand that their goals and objectives can only be achieved by employing qualified employees within the business. They are also mindful of the implications of the Employment Equity Act on the human resources function.

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

- Outline the recruitment procedure.
- Explain TWO components of a job analysis.
- Discuss the impact of internal recruitment on businesses.
- Suggest the implications of the Employment Equity Act (EEA) (Act 55 of 1998) on the human resources function. **[40]**

TOTAL SECTION C: 40

TOTAL: 150