education

Department of
Education
FREE STATE PROVINCE

PREPARATORY EXAMINATION

GRADE 12

BUSINESS STUDIES P1

SEPTEMBER 2022

MARKS: 150

TIME: 2 HOURS

This 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 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 first TWO questions in SECTION B and the FIRST question 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 the 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 GUIDE
A: Objective-type questions COMPULSORY	**1**	**30**	**20 minutes**
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	**2**	**40**	**35 minutes**
	3	**40**	**35 minutes**
	4	**40**	**35 minutes**
C: TWO essay-type questions CHOICE: Answer any ONE	**5**	**40**	**35 minutes**
	6	**40**	**30 minutes**
TOTAL		**150**	**120 minutes**

7. Start the answer to EACH question on a NEW page, for 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 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 B.

1.1.1 This Act allows consumers to apply for loans and to be free from discrimination:

A Labour Relations Act, (LRA) 1995 (Act 66 of 1995)
B Consumer Protection Act, (CPA) 2008 (Act 68 of 2008)
C Skills Development Act, (SDA) 1998 (Act 97 of 1998)
D National Credit Act, (NCA) 2005 (Act 34 of 2005)

1.1.2 Magnets Clothing applied a …. analysis when they identified skills shortages among some of their employees.

A PESTLE
B Dashboard
C SWOT
D Porters Five Forces

1.1.3 Zanele's Clothing Shop has full control over the … environment.

A macro
B micro
C market
D internal

1.1.4 An aspect that should be included in the employment contract:

A Remuneration
B Beneficiaries
C Health condition
D Previous employer

1.1.5 The … function is responsible for selecting reliable suppliers for the business.

A administration
B marketing
C human resources
D purchasing

(5 x 2) (10)

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

general management; management control; recruitment; unemployment insurance; buyers, selection; road accident; ownership; competitors; human resource

1.2.1 A low rate of staff turnover in the business is a quality indicator of the … function.

1.2.2 Haily Trading started price wars when they continued selling at a loss until other businesses left the market. This is known as the power of …

1.2.3 Gail Consulting implemented the … procedure when they placed the advertisement in the appropriate media.

1.2.4 The … fund offers short-term financial assistance to workers when they are unable to work due to illness, maternity or adoption leave.

1.2.5 Benfort Holdings appointed Mrs Olifants as a Chief Financial Officer in order to implement the … as a BBBEE pillar.

(5 x 2) (10)

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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 Adequate financing and capacity	A develops short term and long term workforce skills
1.3.2 Broad-Based Black Economic Empowerment	B describes the duties and responsibilities of a specific job
1.3.3 Conglomerate Diversification	C enables large businesses to modify interventions that may improve the efficient use of resources
1.3.4 National Skills Development Strategy	D ensures that people from diverse backgrounds are given equal job opportunities
1.3.5 Job description	E businesses add new products that are related to the existing product and appeals to new customers
	F enables large businesses to afford to implement systems to prevent errors in the processes
	G ensures full economic participation of previously disadvantaged individuals
	H businesses add new products that are unrelated to the existing product but appeal to new customers
	I improves access to training programmes
	J describes the minimum acceptable personal qualifications needed for the job

(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 THREE consumer rights as stipulated in the Consumer Protection Act, (CPA) 2008 (Act 68 of 2008). (3)

2.2 Elaborate on the meaning *of learnership.* (4)

2.3 Identify the type of integration strategy applied by Modau Shoe Manufactures in EACH statement below:

2.3.1 Mudau Shoe Manufacturers decided to combine their business with Shaun Fashionable Shoes.

2.3.2 Madau Shoe Manufacturers took over Johan Manufacturers in order to gain a larger market share.

2.3.3 Mudau Shoe Manufacturers combined with Mahummed Suppliers to speed up the manufacturing process.

(6)

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

TSHEPO TASTY CHICKEN (TTC)

Tshepo Tasty Chicken is well-known for providing high-quality cooked chicken to a wide range of customers. Tshepo, the owner of the business, buys raw chicken from Piet the chicken farmer. DEC Bank provided TTC with a loan to help them expand their business.

Identify the business sectors that are applicable to the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 2.4.

BUSINESS SECTORS	MOTIVATIONS
1.	
2.	
3.	

(9)

2.5 Discuss the penalties for non-compliance with the Compensation for Occupational Injuries and Diseases Amendment Act, (COIDA) 1997 (Act 61 of 1997). (6)

2.6 Explain the rights of employers in terms of the Labour Relations Act (LRA). (6)

2.7 Recommend ways in which businesses can comply with the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (6)
[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 Name any TWO sources of internal recruitment. (2)

3.2 Outline the placement procedure as a human resources activity. (4)

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

BEETLE CAR REPAIRS (BCR)

Zanele was recently hired as a secretary at Beetle Car Repairs. BCR drew up an induction programme for Zanele that included safety regulations and rules. A tour of the business was also included in the programme. BCR enjoys the benefits of induction.

3.3.1 Name TWO aspects of the induction programme from the scenario above. (2)

3.3.2 Explain the benefits of induction for BCR as a business. (6)

3.4 Advise businesses on the advantages of external recruitment. (6)

3.5 Identify the business functions that contribute to Sizwe Traders' quality of performance in EACH statement below:

3.5.1 Sizwe Traders create a budget to ensure that monetary resources are used effectively.

3.5.2 They ensure that their products are safe and reliable to meet customer requirements. (4)

3.6 Elaborate on the meaning of *total quality management (TQM).* (4)

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

MARCIA MANUFACTURES (MM)
Marcia Manufacturers specialise in the production of office furniture. MM uses techniques to improve the quality of its products. They also ensure that all departments work together towards the same quality standards.

Identify TWO quality concepts that are applicable to MM. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.7

QUALITY CONCEPTS	MOTIVATIONS
1.	
2.	

(6)

3.8 Evaluate the impact of total customer satisfaction on large businesses. (6)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name FOUR types of leave according to the Basic Conditions of Employment Act (BCEA). (4)

4.2 Outline the role of SETAs in supporting the Skills Development Act, 1998 (Act 97 of 1998). (4)

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

JAKES CONSTRUCTION (JC)
Jakes Construction is known for building quality business properties. The management of JC sold some of the business assets that are no longer profitable. They also terminated the employment contracts of some employees for operational reasons.

Identify TWO defensive strategies implemented by JC. Motivate your answer by quoting from the scenario above.

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

DEFENSIVE STRATEGIES	MOTIVATIONS
1.	
2.	

(6)

4.4 Advise businesses on how to comply with the Employment Equity Act, 1998 (Act 55 of 1998). (6)

BUSINESS OPERATIONS

4.5 State any FOUR examples of fringe benefits. (4)

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

ESLOOP MANUFACTURES (EM)

Zenzi and Andries work for Esloop Manufacturers and they are responsible for producing a wide range of products. Andries is paid according to the number of items produced, while Zenzi is paid for time spent at work.

Identify TWO salary determination methods applied by EM. Motivate your answers by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.6.

SALARY DETERMINATION METHODS	MOTIVATIONS
1.	
2.	

(6)

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

4.8 Advise businesses on the importance of quality circles as part of the continuous improvement to processes and systems. (6)

[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 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 (BUSINESS STRATEGIES)

Many businesses apply the strategic management processes to overcome business challenges. Others implement intensive strategies to deal with challenges posed by the internal business environment. Businesses should know how to deal with the PESTLE analysis factors and the steps in strategy evaluation.

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

- Outline the strategic management process.
- Discuss the THREE types of intensive strategies.
- Explain ways in which businesses can deal with the following PESTLE factors:
  - Technological
  - Economical
- Advise businesses on the steps in strategy evaluation. **[40]**

QUESTION 6: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE AND HUMAN RESOURCES FUNCTION)

The effective implementation of quality control and quality assurance enables businesses to enjoy the benefits of a good quality management system. Many businesses follow the selection procedure to find suitable candidates and invite them to attend the interview.

Write an essay on quality of performance and the human resources function in which you address the following aspects:

- Outline the differences between *quality control* and *quality assurance*.
- Discuss the benefits of a good quality management system.
- Explain the steps that should be followed in the selection procedure.
- Advise businesses on the role of the interviewee during the interview. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150

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