education

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P1

SEPTEMBER 2025

MARKS: 150

TIME: 2 HOURS

This question paper consists of 10 pages.

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INSTRUCTION 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 five questions in this section.
SECTION C:	Consists of TWO questions. Answer any ONE of the four questions in this section.

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

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	MARK	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.

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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 number (1.1.1 to 1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

1.1.1 This Act requires businesses to display their prices which are fully inclusive and discloses all costs of the products.

A Employment Equity Act (EEA), 1998 (Act 55 of 1998)
B Basic Condition of Employment Act (BCEA), 1997 (Act 75 of 1997)
C Labour Relations Act (LRA), 1995 (Act 66 of 1995)
D Consumer Protection Act (CPA), 2008 (Act 68 of 2008)

1.1.2 Luthuli Traders added a new product that is related to existing products, and appeals to new customers. This is known as ... diversification strategy.

A concentric
B conglomerate
C horizontal
D backward

1.1.3 The human resources is engaged in the ... process by checking the application documents against the requirement of the job.

A Interview
B placement
C screening
D processing

1.1.4 The implication of the Basic Conditions of Employment Act (BCEA) on the human resources function is that employers ...

A can easily dismiss employees.
B remunerate employees for overtime.
C promote equality between employees in the workplace.
D ensure that training is formalised in the workplace.

1.1.5 Businesses use ... as sources of external recruitment to fill vacant posts.

A business internal emails.
B word of mouth and office business notice board.
C recruitment agencies.
D management referrals.

(5X2) (10)

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1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

Management control; Human Resource; retirement; administration; recruitment; selection, resignation; National Skills; ownership; public relation

1.2.1 Benny Holdings included black people in shareholding/partnership to meet the ... pillar of BBBEE..

1.2.2 The ... Development Strategy aims at improving social development through economic development.

1.2.3 During the ... procedure, a written offer is made to the successful candidate.

1.2.4 Employment contracts are terminated due to ... when employees have reached a pre-determined age.

1.2.5 The manager of the ... department releases a positive press statement to address the negative publicity of the business.

(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 number** (1.3.1–1.3.5) in the ANSWER BOOK, e.g. 1.3.6 I.

COLUMN A		COLUMN B	
1.3.1	Overtime	A	is provided by the business in addition to a salary
1.3.2	Employment Equity Act	B	workers are compensated double the normal rate of pay if they work on public holidays.
1.3.3	Fringe benefit	C	selected candidates are directed where they will function optimally to add value to the business
1.3.4	Placement	D	required to have good body language and show confidence during the interview
1.3.5	Interviewer	E	the human resource manager must implement affirmative action when making appointments
		F	workers are compensated One and half the normal rate of pay if they work on holidays
		G	the human resource manager must prefer relatives when making appoints
		H	required to explain the purpose of the interview during the interview
		I	Is a mandatory as required by law
		J	selected employees are informed about the procedures of the business

(5 X 2) (10)

TOTAL SECTION A: 30

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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 State any TWO business environments. (2)

2.2 Describe the role of SETAs in supporting the Skills Development Act. (6)

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

JOE TRADING ENTERPRISE (JTE)

JTE is responsible for inspecting building projects. The management of JTE set specific date for control and follow up as part of their inspection programme. The business also implement corrective actions when deviations occur.

2.3.1 Quote TWO steps in strategy evaluation implemented by JTE from the scenario above. (2)

2.3.2 Explain other steps in strategy evaluation. (6)

2.4 Discuss the advantages of intensive strategies. (6)

2.5 Explain the impact of Labour Relations Act (LRA), 1995 (Act 66 of 1995) on businesses. (4)

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

LOW PRICES WHOLESALERS (LPW)

The management of LPW complied with the consumer Protection Act (CPA), 2008 (Act 68 of 2008). LPW allows customers to shop around for the best prices. Consumers are informed about hazardous/dangerous products.

Identify TWO consumer rights as per CPA from the scenario above. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.6.

CONSUMER RIGHTS	MOTIVATIONS
1.	
2.	

Max (6)

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2.7 Discuss the purpose of the Employment Equity Act (EEA), Act 1998 (Act 55 0f 1998). (4)

2.8 Advise businesses on how they can comply with the Broad Based Black Economic Empowerment (BBBEE), 2003 (Act 53 of 2003). (4)
[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 State any FOUR sources of internal recruitment. (4)

3.2 Explain the difference between piecemeal and time-related salary determination methods. (4)

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

WILKENS MANUFACTURERS (WM)
Recent legislation had an impact on the human resources department of WM. The manager, Sam, could not easily dismiss a worker as bargaining councils and CCMA processes need to be followed. He also had to ensure that training in the workplace is structured.

Identify TWO acts that had an impact on WM from the scenario above.
Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3

ACTS	MOTIVATION
1.	
2.	

(6)

3.4 Discuss the purpose of induction. (6)

3.5 Identify the quality concept applied by Jabu Consulting in EACH statement below.

3.5.1 Jabu Consulting developed systems to ensure the desired quality is met by inspecting the final product. (2)

3.5.2 The business carried out checks during and after the production process. (2)

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

COETZEE MANUFACTURERS (CM)

Coetzee Manufacturers is a large business that sells food supplements to health stores. They attribute their success to the fact that they have more resources to check on quality performance in each unit. However, they are challenged by the fact that employees who seldom come into contact with customers often do not have a clear idea of what will satisfy their needs.

Identify TWO total quality management (TQM) elements applicable to CM. Motivate your answer quoting from the scenario above.

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

3.7 Discuss any TWO steps on how businesses can apply the PDCA model/steps to improve the quality of products. (6)

3.8 Recommend ways in which TQM can reduce the cost of quality. (4)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name any TWO business sectors. (2)

4.2 Explain the advantages of diversification strategies. (4)

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

MUZI PANEL BEATERS (MPB)

Muzi Panel Beaters sells various second hand cars to customers in the community. Simon Panel Beaters offer similar second hand cars at a lower price to drive MPB out of the market. Some of MPB customers buy in bulk to determine the prices in their favour.

4.3.1 Identify TWO Porters Five Forces model that are applicable to MPB. Motivate your answer by quoting from the scenario above. (6)

4.4 Discuss the purpose of Basic Condition of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

4.5 Suggest ways in which business can comply with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997). (4)

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BUSINESS OPERATIONS

4.6 Name any FOUR aspects that should be included in an employment contract. (4)

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

SUNNY SUN PANELS (SSP)

Sunny Sun Panels are expanding their business and have to appoint a new sales manager. The human resource manager prepared a job analysis. He chose to recruit externally so that there is a larger pool of candidates to choose from. It may help the business to meet affirmative action and BBBEE targets.

4.7.1 Identify TWO steps in the recruitment procedure from the scenario above. (4)

4.7.2 Explain other steps in the recruitment procedure. (4)

4.8 Discuss how the general management function contributes to the success of the business. (4)

4.9 Advise businesses on the benefits of a good quality management system. (4)

[40]

TOTAL SECTION B: 80

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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 (BUSINESS STRATEGIES)

Businesses apply strategic management processes to overcome the challenges derived from business environment. Many businesses use defensive strategies in order to remain competitive in the business. Other businesses use PESTLE factors to identify challenges in the macro environment and find ways to address challenges posed by macro environment.

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

- Outline the strategic management process.
- Explain THREE types of defensive strategies.
- Discuss how the following factors pose challenges for businesses:
  - Political.
  - Social.
  - Technological.
- Recommend ways in which businesses can address the challenges posed by the THREE PESTLE factors above.

[40]

QUESTION 6: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

Knowledge of the basic quality concepts empower businesses to deliver high quality products. A good TQM system can reduce the cost of quality. A group of workers who do the same or similar work, who meet regularly to identify and solve work related problems, can lead to continuous improvement of processes and systems. Continuous skills development as well as monitoring and evaluating of quality processes impacts large businesses in both positive and negative ways.

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

- Outline the differences between quality management and quality performance.
- Explain the impact of TQM if poorly implemented by a business.
- Discuss the role of quality circles as part of continuous improvement to processes and systems.
- Advise businesses on the impact of the following TQM elements on large businesses:
  - Continuous skills development.
  - Monitoring and evaluating of quality processes.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

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