LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF
EDUCATION

NATIONAL
SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P1

MAY - JUNE 2025

MARKS: 150

TIME: 2 HOURS

MEBSTDP1

This question paper consists of 9 pages

Section A

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 The... makes provision for the establishment of the Commission for Conciliation, Mediation and Arbitration(CCMA).

A. Consumer Protection Act (CPA), 2008 (Act 68 of 2008).
B. Labour Relations Act (LRA),1995 (Act 66 of 1995)
C. Skills Development Act (SDA),1998 (Act 97 of 1998)
D. Employment Equity Act (EEA),1998 (Act 55 of 1998)

1.1.2 Rainbow Chickens PTY (LTD) used the ... strategy when they took over Menzi Poultry Farm.

A. backward vertical integration
B. horizontal integration
C. forward vertical integration
D. vertical integration

1.1.3 Max Recruitment Agency has advertised a vacancy for a Personal Assistant. Three hundred (300) applications were received for the position. The process of choosing the five most suitable candidates for the job is known as ...

A. reference checking
B. placement
C. shortlisting
D. recruitment

1.1.4 The Tupperware franchise terminated the employment contracts of some employees due to insolvency. This is known as...

A. retrenchment
B. redundancy
C. resignation
D. retirement

1.1.5 A framework that businesses use to manage key processes to maintain good standards is called ...

A. quality
B. quality management systems
C. quality management
D. quality performance

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 - 1.2.5) in the ANSWER BOOK.

Primary, National Skills, weakness, secondary, check, Human Resources time-related, plan, piecemeal, threat

1.2.1 The ... Development strategy aims to achieve faster economic growth and reduce the levels of poverty in South Africa.

1.2.2 Super Maize Meals operates in the... sector as they specialise in the manufacturing of Mielie Meals.

1.2.3 The owner of CORI brickyard identified workers who are specialising in the manufacturing of quality bricks. The financial manager pays the workers for the amount of time they spend to produce a brick. This salary determination method is known as ...

1.2.4 Lakeside Travels is affected by an increase in the price of petrol. This is classified as a... in the SWOT analysis.

1.2.5 The process of identifying the problem in the business is known as the ... step of the PDCA model.

(5x2) (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 Credit Act,	A. Adding a new product that is related to the existing product and will appeal to new customers.
1.3.2 Concentric diversification	B. The ability to measure the specified standards of each department.
1.3.3 Unemployment insurance fund (UIF)	C. The adding of a new product that is unrelated to the existing product that would appeal to new customers.
1.3.4 Induction	D. Aims at satisfying the needs of consumers beyond expectations.
1.3.5 Total Quality Management	E. Compulsory benefit offered to employees.
	F. This Act promotes responsible lending and eliminates reckless borrowing.
	G. Requires management to focus only on continuous improvement of business processes.
	H. The process of introducing new employees to the business and its related aspects.
	I. This Act prevents unfair marketing and business practices.
	J. A job advertisement is placed in the appropriate media during this process.

(5x2) (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, etc.

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Name any THREE provisions of the Basic Conditions of Employment Act, 1997 (Act 75 of 1997). (3)

2.2 Identify the consumer rights applicable to EACH of the following policy statements of Ruby Traders.

2.2.1 Ruby Traders may not use physical force or harass customers. (2)

2.2.2 Customers may reject goods that are not similar as the samples marketed. (2)

2.2.3 Ruby Traders should honour credit vouchers and prepaid services offered to customers. (2)

2.3 Outline the role of SETAs in supporting the Skills Development (Act 97 of 1998) (6)

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

BERRYL ENTERPRISE (BE)

Berryl Enterprise sells a variety of products to different customers. BE always receives stock late from Mendy Wholesalers. The management of BE has difficulty in dealing with unproductive employees. Berryl Enterprise borrowed money from the bank at a high interest rate.

2.4.1 Quote THREE challenges faced by BE from the scenario above. (3)

2.4. 2 Classify BE's challenges according to the THREE business environments. (3)

2.4.3 State the extent of control that BE has over EACH business environment mentioned in QUESTION 2.4.2 (3)

Use the table below as a GUIDE to answer QUESTIONS 2.4.1 to 2.4.3.

CHALLENGES (2.4.1)	BUSINESS ENVIRONMENTS (2.4.2)	EXTENT OF CONTROL (2.4.3)
1.		
2.		
3.		

2.5 Elaborate on the meaning of *learnerships*. (4)

2.6 Discuss any TWO types of defensive strategies. (6)
2.7 Advise businesses on the steps they should follow when evaluating strategies (6)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 Name any TWO aspects that must be included in an employment contract. (2)

3.2 Outline the role of the interviewer before an interview. (6)

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

MONDI TIMBER SUPPLIES (MTS)

Mondi Timber Supplies compiled a job advertisement for a Financial Manager. The vacancy states that the applicant must have a diploma in Financial Management. The successful candidate must be able to compile financial statements for reporting purposes.

3.3.1 Identify TWO components of a job analysis as highlighted by MTS. Motivate your answer by quoting from the scenario above. Use the table below as a GUIDE to answer QUESTION 3.3.1

COMPONENTS OF A JOB ANALYSIS	MOTIVATIONS
1.	
2.	

(6)

3.4 Explain the benefits of induction for businesses. (6)

3.5 Outline the quality indicators of the marketing function. (4)

3.6 Discuss the benefits of a good quality management systems (4)

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

EXPRESS PAINT (EP)

Express Paint continuously improves on their processes and systems. Quality circles are always utilised to discuss ways of improving the quality of work/workmanship, make suggestions for improving processes and systems in the workplace, contribute towards the improvement and development of the organisation.

3.7.1 Quote TWO roles of quality circles as part of the continuous improvement to processes and systems in the scenario above. (2)

3.7.2 Explain other roles of quality circles as part of the continuous improvement to processes and systems. (4)

3.8 Evaluate the impact of continuous improvement to processes and systems as a total quality management (TQM) element. (6)

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QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name any THREE Pillars of the Broad-Based Black Economic Empowerment ACT (BBBEE), 2003 (Act 53 of 2003). (3)

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

MOSCOW CAR DEALER (MCD)

MOSCOW car dealer advertised a vacant post for a Sales Consultant in the local Radio station. People with disabilities were encouraged to apply for this vacant position.

4.2.1 Identify the Act that was applied by Moscow Car Dealer. Motivate your answer by quoting from the scenario above. (3)

4.2.2 Explain the advantages of the Act identified in QUESTION 4.2.1 (6)

4.3. Discuss the advantages of diversification strategies (4)

4.4 Advise businesses on the penalties they may face for non-compliance with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997). (4)

BUSINESS OPERATIONS

4.5 Name any FOUR examples of employee benefits. (4)

4.6 Outline the positive impact of external recruitment. (6)

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

TOBIAS LIMITED (TL)

Tobias Limited sells storage containers to small businesses. TL continuously updates their bookkeeping records to ensure that their tax payment to the South African Revenue Services (SARS) is timeous and accurate.

4.7.1 Identify the business function applicable to TL in the scenario above. (2)

4.7.2 Explain the quality indicators of the business function identified in QUESTION 4.7.1 (4)

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

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SECTION C

Answer ONE question only in this section
NOTE: Clearly indicate the QUESTION NUMBER of the question chosen.
Start the answer to your question on a NEW page.

QUESTION 5: BUSINESS ENVIRONMENTS (BUSINESS STRATEGIES)

Successful businesses apply the strategic management process to identify and improve challenges that are posed by the external environment. Some businesses implement intensive strategies to deal with challenges posed by the business environments. Porter's Five Forces model enables businesses to analyse their position in the market.

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

- Describe the strategic management process.
- Explain how the following **PESTLE** factors may pose challenges to businesses.
    - Economic
    - Technological
- Discuss THREE types of intensive strategies.
- Advise businesses on how they could apply the Porter's Five Forces model to analyse their position in the market.

(40)

QUESTION 6: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

Businesses with good total quality management systems strive for continuous growth and customer satisfaction. A sound knowledge of the effective implementation of TQM elements enable businesses to keep abreast with changes and to reduce the cost of quality.

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

- Differentiate between quality control and quality assurance
- Explain how the quality of performance of the administration function can contribute to the success of the business.
- Discuss the impact of the following elements of TQM on large businesses.
    - Total client/customer satisfaction
    - Continuous skills development
    - Monitoring and evaluation of quality processes
- Recommend ways in which TQM can reduce the cost of quality.

(40)

TOTAL SECTION C: 40

GRAND TOTAL: 150

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