Province of the
EASTERN CAPE
EDUCATION

Iphondo leMpuma Kapa: Isebe leMfundo
Provinsie van die Oos Kaap: Department van Onderwys
Porafensie Ya Kapa Botjahabela: Lefapha la Thuto

NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2026

BUSINESS STUDIES P1

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 the two questions in this section.

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

   Note that ONLY the answers to the first TWO questions selected in SECTION B and the FIRST questions 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, 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, for example 1.1.6 D.

1.1.1 This Act encourages workers to participate in learning programmes.

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

1.1.2 ABC Couriers' only competitor has recently closed down. This is an example of a/an ... in their SWOT analysis.

A strength
B weakness
C opportunity
D threat

1.1.3 Glitter operates in the ... sector as they specialise in the manufacturing of jewelry.

A economic
B primary
C secondary
D tertiary

1.1.4 The Human Resources manager at Fairway Logistics prepares a job analysis during the ... procedure.

A recruitment
B placement
C selection
D induction

1.1.5 The quality indicator of the ... function of Debe Investors includes providing regular positive press releases.

A marketing
B public relations
C administration
D financial (5 x 2) (10)

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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.

economic; National Credit Act; control; market; before; environmental; National Credit Regulator; assurance; product; during

1.2.1 Quick Bank is registered with the ... to offer reasonable loans to their clients.

1.2.2 Galore Etc. uses packaging that is reusable when dealing with challenges posed by the ... component of the PESTLE analysis.

1.2.3 Enele Stores implemented ... development as an intensive strategy when they opened a new branch in another province.

1.2.4 The role of the interviewer ... the interview is to make sure that the same amount of time is allocated to each candidate.

1.2.5 Quality ... is the building in of quality as opposed to the checking of quality. (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	Skills development levy	A	the smaller the number the less powerful they are
1.3.2	Power of suppliers	B	aims at inviting candidates to attend the interview
1.3.3	Job description	C	impacts positively on businesses as all employees are committed to please customers
1.3.4	Screening	D	employers should pay a total of 1% of their salaries bill to SARS
1.3.5	Total customer satisfaction	E	describes the minimum acceptable qualifications needed for the job
		F	aims at eliminating unsuitable applicants
		G	impacts positively on businesses as they gain access to global markets
		H	describes duties and responsibilities of a specific job
		I	employers should pay a total of 2% of their salaries bill to SARS
		J	the smaller the number the more powerful they are

(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 Name any FOUR consumers' rights according to the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). (4)

2.2 Outline the rights of employers in terms of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (4)

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

ZIMMY HOTELS (ZH)

Zimmy Hotels has applied the Porter's Five Forces model to analyse their position in the market environment. ZH has assessed how clients who make bulk bookings can negotiate for lower prices. They also want to determine how easy it is for new hotels to enter the market.

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

Use the table below as a GUIDE to answer QUESTION 2.3.

PORTERS FIVE FORCES MODEL	MOTIVATION
1.	
2.	

(6)

2.4 Explain any TWO types of integration strategies. (6)

2.5 Discuss the purpose of the Compensation for Occupational Injuries and Diseases Amendment Act 1997 (Act 61 of 1997) on businesses. (4)

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

NGIDI TRAINING (NT)

Ngidi Training experienced a decline in the demand for their services. NT conducted an environmental analysis using a SWOT analysis. He also decides to call experts from outside to assist. NT formulated alternatives strategies in response to their business challenges.

2.6.1 Quote TWO steps in the strategic management process that are applicable to NT from the scenario above. (2)

2.6.2 Explain other steps in the strategic management process. (4)

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2.7 Discuss the impact of the National Credit Act on businesses. (4)

2.8 Recommend ways in which businesses can deal with the challenges posed by the economic factors of the PESTLE analysis. (6)

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QUESTION 3: BUSINESS OPERATIONS

3.1 State FOUR sources of internal recruitment. (4)

3.2 Outline the role of the interviewee during the interview. (4)

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

ZAAN CARPETS (ZC)

Zaan Carpets is a well-known carpet manufacturing business. Peter, an employee, has been working at ZC for the past 10 years. Peter's contract was terminated because he reached the predetermined age, as stated in his contract.

3.3.1 Identify the reason why Peter's employment contract was terminated. (2)

3.3.2 Explain THREE other reasons for the termination of an employment contract. (6)

3.4 Advise businesses on the implications of Employment Equity Act on the Human resources function. (4)

3.5 Outline the difference between *quality management* and *quality performance.* (4)

3.6 Explain how the quality of performance of purchasing can contribute to the success of a business. (4)

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

STUBBS MEALS (SM)

Stubbs Meals implement TQM in preparing easy to cook meals in all departments. SM can afford to purchase quality raw material and equipment. Waste is minimised and defects are prevented. Poorly implemented TQM changes a quality framework into a costly operational burden.

3.7.1 Identify TWO TQM elements applicable to SM in the scenario above. (4)

3.7.2 Discuss the impact of TQM if it is poorly implemented. (4)

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

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QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 List TWO types of defensive strategies. (2)

4.2 Outline the advantages of diversification strategies. (6)

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

RICKLETON PUBLISHERS (RP)
Rickleton Publishers wants to comply with the BCEA. RP prevented Sarah from performing any work that can be hazardous to her and her unborn child. The secretary, Lerato, was granted five days paid leave to attend to the funeral of her sister.

4.3.1 Identify the leave provisions according to the BCEA in the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.3.1.

NAME	LEAVE PROVISION
Sarah	
Lerato	

(4)

4.3.2 Explain the penalties for non-compliance with the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

4.4 Advise businesses on the steps in strategy evaluation. (4)

BUSINESS OPERATIONS

4.5 List FOUR aspects of an induction programme. (4)

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

HEAVENLY CAKES (HC)
Heavenly Cakes specialises in custom cake designs. The workers get paid based on the number of cakes produced. Employees are aware of the Basic Condition of Employment Act that serves as backbone for salary determination.

4.6.1 Name the salary determination method used by HC from the scenario above. (2)

4.6.2. Outline the link between salary determination and Basic Conditions of Employment Act (BCEA). (4)

4.7 Elaborate on the meaning of *Total Quality Management (TQM).* (4)

4.8 Advise businesses on the positive impact of continuous skills development/ education and training as an element of TQM on large businesses. (6)

[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 (LEGISLATION)

BBBEE is a South African Act designed to address economic inequalities. It was introduced to overcome the challenges of BEE. Businesses must know the advantages and implications of the Act. Compliance with BBBEE is crucial to avoid unnecessary penalties for non-compliance.

Write an essay on the Broad Based Black Economic Empowerment Act (BBBEE) in which you include the following aspects:

- Outline the differences between BBE and BBBEE.
- Explain the impact of the BBBEE on businesses.
- Discuss the implications of the following pillars of BBBEE on businesses:
  - Ownership
  - Socio-economic development/Social responsibility
- Advise businesses on the penalties for non-compliance. **[40]**

QUESTION 6: BUSINESS OPERATIONS (QUALITY OF PERFORMANCE)

Businesses benefit from a good quality management system and ensure that the marketing and administration functions enhance business performance. They must have a clear understanding of the steps in the PDCA model. By using TQM the cost of quality can be reduced.

Keeping the above statement in mind, write an essay on the following aspects:

- Outline the benefits of a good quality management system.
- Explain the quality indicators of the following business functions:
  - Marketing function
  - Administration function
- Discuss any THREE steps in the PDCA model to improve the quality of products.
- Suggest ways in which TQM can reduce the cost of quality. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150

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