GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

PREPARATORY EXAMINATION

2024

10721

BUSINESS STUDIES

(PAPER 1)

TIME: 2 hours

MARKS: 150

BUSINESS STUDIES P1

10721E

10 pages

X05

P.T.O.

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 selected in SECTION B and 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 detail of an answer.

6. Use the table below as a guide for the 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 This Act promotes a healthy relationship between the employer and employees in the workplace.

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

1.1.2 The technicians at Trendy Traders lack the skill on how to install new computer programmes. This is an example of a/an … in a SWOT analysis.

A strength
B weakness
C opportunity
D threat

1.1.3. Lloyd Logistics operate in the … sector as they deliver products to various customers.

A primary
B economic
C secondary
D tertiary

1.1.4 The human resources manager at Sunshine Consultants prepares a job analysis during the … process.

A recruitment
B placement
C selection
D interview

1.1.5 The … function ensures that all documentation is kept neatly, in an orderly manner and stored in a safe place.

A financial
B purchasing
C administrative
D public relations

(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.

piecemeal; environment; performance; Unemployment Insurance Fund; National Skills Development; management; economical; Human Resources Development; Compensation Fund; time-related

1.2.1 Strydom Traders uses packaging that is reusable when dealing with challenges posed by the ... as a PESTLE analysis factor.

1.2.2 The … strategy aims at increasing employee participation in lifelong learning.

1.2.3 The … is a compulsory benefit that offers short term financial assistance to workers who are unable to work due to illness.

1.2.4 Quality … refers to techniques and tools used to improve the quality of a product.

1.2.5 Phila Manufacturers pay their workers according to the number of units produced. This is known as … salary determination method. (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	Job description	A	protects businesses against reckless lending and non-paying consumers
1.3.2	Total quality management system	B	businesses take over their distributors
1.3.3	National Credit Act	C	a training opportunity that can lead to a recognised occupational qualification
1.3.4	Backward vertical integration	D	describes the minimum acceptable qualifications needed for the job
1.3.5	Learnership	E	focuses on managing key organisational processes
		F	a training opportunity that requires employees to only attend external practical courses
		G	describes duties and responsibilities of a specific job
		H	businesses take over their suppliers
		I	focuses on achieving customer satisfaction and continuous improvement in business processes and products
		J	protects businesses against unfair court orders

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

2.2 Outline the role of SETAs in supporting the Skills Development Act (SDA),1998 (Act 97 of 1998). (6)

2.3 Identify the types of defensive strategies applied by Bricks Manufacturers (BM) in EACH statement below:

2.3.1 BM closed certain departments which resulted in some workers becoming redundant. (2)

2.3.2 They sold some of their assets that are no longer profitable, to pay creditors. (2)

2.4 Explain the advantages of intensive strategies. (6)

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

FANTASTIC FRIES (FF)

Fantastic Fries sells tasty fish and chips to various customers in the community. Neo Smooth Fries sells fish and chips at a lower price to drive FF out of the market. Some of FF customers buy in bulk to determine the prices in their favour.

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

Use the table below as a GUIDE to answer QUESTION 2.5.

PORTER'S FIVE FORCES MODEL	MOTIVATIONS
1.	
2.	

(6)

2.6 Explain the rights of employees in terms of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (4)

2.7 Discuss the penalties that businesses may face for non-compliance with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997). (4)

2.8 Advise businesses on the strategic management process. (6)
[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 Name any THREE aspects that should be included in an employment contract. (3)

3.2 Elaborate on the meaning of *placement* as a human resources activity. (4)

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

TSHEPO MANUFACTURERS (TM)

Tshepo Manufacturers specialises in the manufacturing of high-quality office chairs.TM advertised a vacancy for a production manager in newspapers.

3.3.1 Identify the method of recruitment used by TM. Motivate your answer by quoting from the scenario above. (3)

3.3.2 Explain the advantages of the recruitment method identified in QUESTION 3.3.1. (4)

3.4 Advise businesses on the reasons for the termination of an employment contract. (6)

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

3.6 Explain the benefits of a good quality management system. (6)

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

TIMOL ENTERPRISE (TE)
The management at TE set unrealistic deadlines that may not be achieved. The business is about to close down because of the mismanagement of finances. Investors have withdrawn their investments due to a decline in profits.

3.7.1 Quote the impact of total quality management (TQM), if poorly implemented by businesses, from the scenario above. (2)

3.7.2 Explain any other impact of TQM if poorly implemented by businesses. (4)

3.8 Advise large businesses on the advantages of adequate financing and capacity as a TQM element. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 Name any FOUR provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)

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

AMOOJEE TRADING ENTERPRISE (ATE)
Amoojee Trading Enterprise (ATE) sells a variety of products to different outlets. ATE always receives stock late from Freddie Wholesalers. ATE is experiencing a decline in sales due to unproductive employees.

4.2.1 Quote TWO challenges for ATE from the scenario above. (2)

4.2.2 Classify ATE's challenges according to the relevant business environments. (2)

4.2.3 State the extent of control that ATE has over EACH business environment classified in QUESTION 4.2.2.

Use the table below as a GUIDE to answer QUESTIONS 4.2.1 to 4.2.3.

CHALLENGES (4.2.1)	BUSINESS ENVIRONMENTS (4.2.2)	EXTENT OF CONTROL (4.2.3)
1.		
2.		

(2)

4.3 Discuss the advantages of the Employment Equity Act (EEA) (Act 55 of 1998) on businesses. (6)

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

BUSINESS OPERATIONS

4.5 Name any FOUR sources of internal recruitment. (4)

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

NATHOO CONSTRUCTION (NC)

Nathoo Construction has appointed Lethabo as their new truck driver. The management of NC prepared an induction programme for Lethabo. The programme included a tour of the premises. They ensured that Lethabo settles in quickly and works effectively. Information about their business's products also formed part of the programme.

4.6.1 Quote TWO aspects of the induction programme from the scenario above. (2)

4.6.2 Explain other aspects that must be included in the induction programme. (4)

4.7 Discuss the quality indicators of the purchasing function. (4)

4.8 Advise the business on the role of quality circles as part of 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 (LEGISLATION)

Businesses are required to have a sound knowledge of the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). They must also observe consumers' rights as outlined in the CPA. The implementation of this Act may have a direct impact on business operations, hence businesses must know how to comply with the Act.

Write an essay on the Consumer Protection Act (CPA) in which you include the following aspects:

- Outline the purpose of the Consumer Protection Act.
- Explain any FOUR rights of consumers in terms of the CPA.
- Discuss the impact of the CPA on businesses.
- Recommend ways in which businesses can comply with the CPA.

[40]

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

Businesses follow the correct selection procedure to appoint suitable candidates to fill vacant positions. They also ensure that the interviewer understands his/her role before conducting interviews. Others offer fringe benefits as part of their remuneration package. Additionally, they have a sound knowledge of the legal requirements of an employment contract.

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

- Outline the selection procedure as a human resources activity.
- Explain the role of the interviewer before the interview.
- Discuss the impact of fringe benefits on businesses.
- Advise businesses on the legal requirements of an employment contract. **[40]**

TOTAL SECTION C: 40

TOTAL: 150

END