education
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NORTH WEST PROVINCE

GRADE 12

REVISION ACTIVITIES: SECTION A: BUSINESS ENVIRONMENTS

2020

BUSINESS STUDIES

Sources: DBE Previous Exam Papers and other sources

This document consists of 14 pages.

Introduction:

- This document provides practice questions developed from previous DBE question papers and other sources.

  NB: These questions are not any form of scope but are just practice questions which are intended to assist learners and teachers in focused revision.
- It addresses Section A questions based on content from the broad topic Business Environments which covers: impact of legislations on the business, business strategies, business sectors and their environments
- It seeks to assist learners in collectable marks and also to mitigate on errors highlighted in the Diagnostic Report 2019 and those of other previous years.
- The document will be helpful to sufficiently expose learners possible Section A questions for the new Paper 1 question paper.

Tips:

Study your notes based on a particular topic and try and answer questions to prepare thoroughly for the examination.

Trying to answer questions will expose you to different approaches in which same content can be asked.

Do not check the marking guideline or your notes until you attempted to give your own answers.

PRACTICE QUESTION 1

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 number (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 A dispute between an employer and employee(s) over demands for better working conditions can be referred to the …

A welfare court.

B CCMA.

C ombudsman.

D workplace forum.

1.1.2 This Act makes provision for the functioning of the Commission for Conciliation, Mediation and Arbitration (CCMA):

A Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)

B Employment Equity Act, 1998 (Act 55 of 1998)

C Labour Relations Act, 1995 (Act 66 of 1995)

D National Credit Act, 2005 (Act 34 of 2005)

1.1.3 A function of a SETA is to ...

A register procurement contracts.

B promote employees to senior positions.

C develop a management plan.

D register learnership agreements.

1.1.4 Businesses need to ensure that borrowers/clients will be able to repay their loans within the period stipulated before granting a loan. This is one of the main aims of the ...

A Consumer Protection Act, 2008 (Act 68 of 2008).

B National Credit Act, 2005 (Act 34 of 2005).

C Labour Relations Act,1995 (Act 66 of 1995).

D Employment Equity Act, 1998 (Act 55 of 1998).

1.1.5 DJ Vynil plays music at events on a part-time basis. The demand for his services has increased and he is considering making it his full-time business. A weakness revealed by his SWOT analysis could be ...

A municipal by-laws that limit noise levels in certain areas.

B expensive sound systems.

C more invitations to high-profile events.

D experience as a DJ.

1.1.6 This Act makes provision for the establishment of the Commission for Conciliation, Mediation and Arbitration (CCMA):

A Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)

B Employment Equity Act, 1998 (Act 55 of 1998)

C Labour Relations Act, 1995 (Act 66 of 1995)

D National Credit Act, 2005 (Act 34 of 2005)

1.1.7 Which ONE of the following businesses may be classified under the tertiary sector?

A TRIX Coal Mine

B Toekoms Vineyards Farm

C Trust Furniture Manufacturers

D ABSA Bank

1.1.8 An industrial analysis tool used to analyse the challenges of the macro environment:

A Porter's Five Forces model

B PESTLE

C SCAMPER

D Balanced Scorecard

1.1.9 Telkom Ltd is not only concerned about their financial position, but also about their social and environmental successes. Therefore they report on their ... performance.

A profitability

B social

C Porter's Five Forces

D triple bottom line

1.1.10 Employers pay 1% as a skills development levy if their annual salary expense exceeds ...

A R50 000.

B R500 000.

C R1 000 000.

D R100 000. (10X2) (20)

1.2 Choose the correct word(s) from those given in brackets. Write only the word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

1.2.1 The business has no control over the (macro/micro) environment.

1.2.2 The (primary/tertiary) sector includes all industries that offer services to other businesses and consumers.

1.2.3 The Department of Labour introduced the National (Skills Development Strategy/Growth Strategy) to improve the quality of education and training.

1.2.4 (National Credit Act/Consumer Protection Act) forces businesses to disclose more information about their products and processes.

1.2.5 The (Compensation for Occupational Injuries and Diseases/Labour Relations) Act creates a framework for healthy employment practices and safety regulations. (5 x 2) (10)

1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 K

COLUMN A	COLUMN B
1.3.1 Strategy	A organise business resources and motivate staff to implement the strategy effectively
1.3.2 credit bureau	B implements affirmative action to prevent unfair discrimination at all levels
1.3.3 retrenchment	C the business combines with another which sells similar products
1.3.4 Strategy evaluation	D an action plan to achieve a pre-determined goal
1.3.5 Employment Equity Act, 1998 (Act 55 of 1998)	E process of monitoring business activities and measuring performance
	F An organisation that provides information to service providers about the ability of consumers to repay their debt
	G process of using business tactics to overcome challenges
	H a defensive strategy that is used when a business is facing bankruptcy
	I increases access to finance for black entrepreneurs process to implement an action plan
	J Encourages training and development within the business

(5 x 2) (10)

PRACTICE QUESTION 2

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 (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 The process whereby a business stops operating and sells all assets to pay off debts:

A Retrenchment

B Market development

C Divestiture

D Liquidation

1.1.2 Which ONE of the following businesses can be classified under the tertiary sector?

A Solly Training & Development CC

B Trust Furniture Manufacturers

C TRIX Coal Mine

D Nandi Sugar Cane Growers

1.1.3 The Sector Education and Training Authorities (SETAs) were established to …

A provide job opportunities.

B teach learners at schools.

C conduct training.

D approve workplace skills plans.

1.1.4 Hombi Ltd has sold some of their assets to improve their cash flow. This business strategy is known as …

A liquidation.

B retrenchment.

C divestiture.

D diversification.

1.1.5 This Act makes it possible for consumers to access debt counselling:

A National Credit Act, 2005 (Act 34 of 2005)

B Consumer Protection Act, 2008 (Act 68 of 2008)

C Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)

D Labour Relations Act,1995 (Act 66 of 1995)

1.1.6 The role of SETAs is to …

A train employees.

B contribute 2% of their income to SARS.

C eliminate discrimination in the workplace.

D appoint accredited service providers.

1.1.7 This Act prevents unfair marketing practices:

A Basic Conditions of Employment Act, 1997 (Act 75 of 1997)

B Consumer Protection Act, 2008 (Act 68 of 2008)

C Labour Relations Act, 1995 (Act 66 of 1995)

D National Credit Act, 2005 (Act 34 of 2005)

1.1.8 The … makes provision for the establishment of the CCMA and bargaining councils.

A National Credit Act, 2005 (Act 34 of 2005)

B Consumer Protection Act, 2008 (Act 68 of 2008)

C Employment Equity Act, 1998 (Act 55 of 1998)

D Labour Relations Act, 1995 (Act 66 of 1995)

1.1.9 Comfort Furniture specialises in the distribution of office furniture. It operates in the … sector.

A primary

B secondary

C tertiary

D public

1.1.10 It was easy for Dada Fish & Chips to acquire a trading licence. This refers to the … as an element of Porter's Five Forces.

A power of suppliers

B threat of substitution/substitutes

C power of buyers

D threats/barriers for new entrants to the market (10X2) (20)

1.2 Complete the following statements by using the word(s)/abbreviation in the list below.

Write only the word(s)/abbreviation next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

backward; human resources; business plan; seventeen; Consumer Protection Act; horizontal; ten; National Skills; strategy; National Credit Act

1.2.1 According to the provisions of the Basic Conditions of Employment Act, 1997 (Act 75 of 1997) an employee is not allowed to work overtime for more than … hours per week.

1.2.2 The ... Development Strategy includes action plans to ensure that the level of post-school education and training improves.

1.2.3 Chunky Cheese Ltd chose the … integration strategy when they took over Daisy Dairy Farm.

1.2.4 The … discourages reckless lending by credit providers.

1.2.5 A … is the plan of action used by businesses to solve challenges. (5X2) (10)

1.3 Choose a description from COLUMN B that matches a term in COLUMN A.
Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 K

COLUMN A	COLUMN B
1.3.1 SETA	A provides training material for facilitators
1.3.2 National Skills Development Strategy	B consumers can lodge complaints with the National Credit Regulator
1.3.3 Fronting	C includes practical work experience as part of training
1.3.4 Learnership	D ensures equity in the workplace
1.3.5 Consumer Protection Act	E improves access to training programmes
	F appointing black people in managerial positions
	G stipulates that businesses may not market or sell goods at unfair prices
	H misrepresentation of a company's BEE status
	I pays grants to businesses based on their workplace skills plans
	J obtaining skills without receiving a formal Qualification

(5X2) (10)

PRACTICE QUESTION 3

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 (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 This Act regulates the implementation of affirmative action when businesses make new appointments:

A Consumer Protection Act, 2008 (Act 68 of 2008)
B Employment Equity Act, 1998 (Act 55 of 1998)
C Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
D Labour Relations Act, 1995 (Act 66 of 1995)

1.1.2 Yashika Supermarket has … control over challenges related to its vision and mission statement.

A full
B no
C limited
D Little

1.1.3 This Act protects employers from a financial burden should employees be involved in an accident at the workplace:

A Consumer Protection Act, 2008 (Act 68 of 2008)
B Skills Development Act (SDA), 1998 (Act 97 of 1998)
C Compensation for Occupational Injuries and Diseases Act (COIDA), 1997 (Act 61 of 1997)
D Labour Relations Act (LRA), 1995 (Act 66 of 1995)

1.1.4 John, a vegetable farmer, implemented the ... integration strategy when he bought the fruit and vegetable stall that sells his products.

A backward
B forward
C intensive
D Horizontal

1.1.5 The role of the interviewer is to …

A know the job specification and job description.
B explain how he/she has dealt with past mistakes.
C know his/her strengths and weaknesses and be prepared to discuss it.
D ask the same candidates different questions.

1.1.6 This Act gives consumers access to debt counsellors:

A Broad Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
B Employment Equity Act, 1998 (Act 55 of 1998)
C Consumer Protection Act, 2008 (Act 68 of 2008)
D National Credit Act, 2005 (Act 34 of 2005)

1.1.7 Which one of the following businesses may be classified under the tertiary sector?

A AMC Transport
B Toekoms Vineyards
C West Furniture Manufacturers
D Bluerock Coal Mine

1.1.8 An industrial tool used to analyse the challenges in the macro-environment:

A Porter's Five Forces
B PESTLE
C SCAMPER
D Balanced Scorecard

1.1.9 Which ONE of the following businesses can be classified under secondary sector?

A Dundee Gold Mine
B Shop and Pay Supermarket
C Villa Attorneys
D Qubeka Handbags Manufacturers

1.1.10 The role of SETA's:

A Register learnerships programmes
B Train employees in the workplace
C Provide employment opportunities
D Promote skilled programmes 10x2) (20)

PRACTICE QUESTION 4

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 (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 Lindsay Manufacturers contributes 1% of their payroll to SARS as … to train employees.

A skills development levy
B grant
C donation
D skill development strategy

1.1.2 This Act compels businesses to contribute monthly to the compensation fund:

A Employment Equity Act, 1998 (Act 55 of 1998)
B Consumer Protection Act, 2008 (Act 68 of 2008)
C Compensation for Occupational Diseases and Injuries Act(COIDA)
D Unemployment Insurance Fund

1.1.3 The main purpose of the Skills Development Act, 1998 (Act 97 of 1998)

A Ensure that businesses pay their skills development levy regularly
B Allocates grants to employers and training providers
C Provide for a system of credits that employees receive when they complete their learnerships
D encourage employees to use the workplace as a learning environment

1.1.4 A pregnant employee qualifies for a maximum of … paid maternity leave.

A two months
B one month
C four months
D three months

1.1.5 This Act ensures that a wider group of previously disadvantaged people have access to ownership and management positions in a business:

A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
B Broad Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003)
C Compensation for Occupational Diseases and Injuries Act, 1997 (Act 61 of 1997)
D Labour Relations Act (LRA), 1995 (Act 66 of 1995) (5X2) (10)

1.3 Choose a description from COLUMN B that matches a term in COLUMN A. Write only the letter (A–H) next to the question number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 K

COLUMN A	COLUMN B
1.3.1 Annual leave	A Examine the challenges in the business environment
1.3.2 The National Credit Regulator	B gaining greater control over members
1.3.3 COIDA	C Examine the underlying basis of a business strategy
1.3.4 Horizontal diversification	D compels employees to contribute 1% of their salary for injuries sustained while on duty
1.3.5 Strategy evaluation	E oversees compliance with the National Credit Act, 2005 (Act 34 of 2005)
	F employees are entitled to 21 consecutive days
	G compels businesses to contribute monthly to the compensation fund
	H adding new unrelated products to the existing product line that may be appealing to existing customers
	I compels businesses to contribute monthly towards the compensation fund
	J employees are entitled to six weeks in a three-year cycle

(5x2) (10)

Total marks: 20

PRACTICE QUESTION 5

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 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 D.

1.1.1 The aim of this Act is to protect consumers against unfair reckless lending by businesses:

A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
C National Credit Act (NCA), 2005 (Act 34 of 2005)
D Labour Relations Act (LRA), 1995 (Act 66 of 1995)

1.1.2 Teddy Car Manufacturers implemented the … integration strategy when they bought Tail Motors Spares.

A horizontal
B intensive
C forward
D backward

1.1.3 ABC Paints operate in the … sector as they specialise in the manufacturing of paint.

A secondary
B primary
C tertiary
D economic

1.1.4 This Act prevents the reckless granting of loans to consumers:

A Consumer Protection Act, 2008 (Act 68 of 2008)
B Broad-Based Black Economic Empowerment Act, 2003 (Act 53 of 2003)
C National Credit Act, 2005 (Act 34 of 2005)
D Employment Equity Act, 1998 (Act 55 of 1998)

1.1.5 The functions of SETAs is to ...

A train employees.
B train Skills Development Facilitators.
C develop management plans.
D register learnership programmes.

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 to 1.2.5) in the ANSWER BOOK.

strategy evaluation; National Skills Development Strategy; one and half; secondary; 10; tertiary; strategy; double; three; Human Resources Development Strategy;

1.2.1 Ricky received … his normal rate of pay for working on a public holiday.

1.2.2 An action plan to achieve a specific goal is…

1.2.3 Elmer Bus Services specialises in transporting tourists to and from the airport. They operate in the ... sector

1.2.4 The ... encourages quality training in the workplace.

1.2.5 Workers are allowed to work a maximum of ... hours overtime per week.

(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 National Skills Development Strategy	A Disagreement s between the employer organisations and trade unions
1.3.2 Divestiture	B provides for a system of credits that learners receive when they complete learnerships
1.3.3 Collective bargaining	C when the business sell off all its assets to pay their creditors
1.3.4 Micro environment	D It is the environment which the business completely has no control over
1.3.5 Profit	E Negotiations between employer associations and trade unions
	F Provides career guidance and training centres
	G It is one of the elements of the triple bottom line
	H When businesses sell some of product lines which have been slow growth potential
	I It is the environment for the internal operation of a business
	J workers are paid according to the number of items produced

(5 x 2) (10)

TOTAL SECTION A: 40