



# education

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Department:  
Education  
North West Provincial Government  
**REPUBLIC OF SOUTH AFRICA**

## PROVINCIAL ASSESSMENT

**GRADE 12**

**BUSINESS STUDIES P1**  
**JUNE 2024**

**MARKS: 150**

**TIME: 2 hours**

**This question paper consists of 10 pages.**

**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 answers to the first **TWO** questions selected in **SECTION B** and the answers to 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 depth of an answer.
6. Use the table below as a guide for mark and time allocation when answering each question.

<b>SECTION</b>	<b>QUESTION</b>	<b>MARKS</b>	<b>TIME (minutes)</b>
<b>A: Objective-type questions COMPULSORY</b>	<b>1</b>	<b>30</b>	<b>20</b>
<b>B: THREE direct/indirect type questions CHOICE: Answer any TWO.</b>	<b>2</b>	<b>40</b>	<b>70</b>
	<b>3</b>	<b>40</b>	
	<b>4</b>	<b>40</b>	
<b>C: TWO essay-type questions CHOICE: Answer any ONE.</b>	<b>5</b>	<b>40</b>	<b>30</b>
	<b>6</b>	<b>40</b>	
<b>TOTAL</b>		<b>150</b>	<b>120</b>

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 MT Traders complied with the ... when he reported workplace accidents.

- A Labour Relations Act (LRA), 1995 (Act 66 of 1995)
- B Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)
- C Skills Development Act (SDA), 1998 (Act 97 of 1998)
- D Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)

1.1.2 Companies with a staff payroll over ... per annum can claim the skills development levy.

- A R 500, 00
- B R 50, 00
- C R 500 000, 00
- D R 5000, 00

1.1.3 Ora Limited scanned the macro environment using the industrial tool:

- A PESTLE analysis
- B Porter's Five Forces Model
- C Strategy
- D Strategic Management Process

1.1.4 Business used ... as a source of external recruitment.

- A internal referrals
- B internal e-mails
- C staff meetings
- D printed media

1.1.5 Fast and reliable data capturing is the quality indicator of ... function.

- A human resource
- B administration
- C purchasing
- 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.

social; retrench; National Skills; NCA; purchasing; CPA; Human Resource; legal; dismiss; marketing
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- 1.2.1 The purpose of ... is to protect the economic interests of consumers by providing access to information.
- 1.2.2 The ... Development Strategy promotes social development and helps to alleviate poverty.
- 1.2.3 Jomo Ltd was unable to sell their product due to the language barrier around its community. This factor is known as ... in the PESTLE analysis.
- 1.2.4 Dazi Constructions had to ... workers due to insolvency.
- 1.2.5 The ... function is responsible for winning customers by satisfying their needs. (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	Employment Equity Act (EEA),1998 (Act 55 of 1998)	A	deals with extraction of raw materials and natural resources
1.3.2	Primary sector	B	performance of each department measured against the specified standards
1.3.3	Liquidation	C	describes the duties and responsibilities of a specific job
1.3.4	Job description	D	protects employers from victimisation if they exercise their rights
1.3.5	Quality management	E	selling unproductive assets to pay off debts
		F	techniques used to improve the quality of a product
		G	protects employees from victimisation if they exercise their rights
		H	processes raw materials into finished goods
		I	describes the minimum acceptable personal qualities needed for the job
		J	selling the entire business in order to pay all liabilities

(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 Name any FOUR provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (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 questions that follow.

**BOTSHELO CONSULTANTS (BC)**

Botshelo Consultants failed to submit the annual equity plan to the Department of Labour. The Labour inspector issued out a fine to BC for not submitting an equity plan. BC was also blocked from doing business with the government.

- 2.3.1 Quote TWO penalties imposed on BC for non-compliance with Employment Equity Act (EEA), 1998 (Act 55 of 1998) from the scenario above. (2)
- 2.3.2 Explain the positive impact of Employment Equity Act on businesses. (4)
- 2.4 Elaborate on the meaning of *learnerships*. (4)
- 2.5 Read the scenario below and answer the questions that follow.

**SOSO SHOP (SS)**

Soso Shop wanted to increase their sales by buying stock from overseas markets. SS were unable to use online transaction to pay for the stock that was needed. The employees could not operate the new equipment due to lack of skills.

- 2.5.1 Identify the PESTLE factor that poses a challenge to SS in the scenario above. (2)
- 2.5.2 Suggest ways in which SS can deal with the challenges posed by the PESTLE factor identified in QUESTION 2.5.1. (4)

- 2.6 Explain any TWO integration strategies that can be used by businesses. (6)
- 2.7 Discuss the advantages of intensive strategies. (6)
- 2.8 Advise businesses on the steps in strategy evaluation. (4)
- [40]**

### QUESTION 3: BUSINESS OPERATIONS

- 3.1 State any FOUR examples of employee fringe benefits. (4)
- 3.2 Outline the selection procedure. (4)
- 3.3 Read the scenario below and answer the questions that follow.

**ZUNATE MANUFACTURES (ZM)**

Zunate Manufactures has vacant position for an accountant. ZM advertised the vacancy on the intranet of the business. They invited shortlisted candidates for an interview.

- 3.3.1 Identify the method of recruitment used by ZM from the scenario above. (2)
- 3.3.2 Explain the role of the interviewer during the interview. (6)
- 3.4 Discuss the benefits of induction for businesses. (4)
- 3.5 Explain the difference between *quality control* and *quality assurance*.

Use the table below as a GUIDE to answer QUESTION 3.5.

QUALITY CONTROL	QUALITY ASSURANCE

- 3.6 Discuss how quality of performance of the purchasing function can contribute to the success of the business. (4)

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

**DOSI ELECTRONICS (DE)**

Dosi Electronics wanted to improve the processes and systems to increase the quality of their products. DE identified the problems and developed a plan to improve the processes and systems. They used data to analyse the results of change.

Identify TWO steps of the PDCA model applied by DE. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.7.

STEPS OF THE PDCA MODEL	MOTIVATIONS
1.	
2.	

(6)

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

(6)

**[40]**

**QUESTION 4 : MISCELLANEOUS TOPICS**

**BUSINESS ENVIRONMENTS**

4.1 Name any TWO types of business environments. (2)

4.2 Identify the following pillars of BBBEE implemented by Kite Mines in EACH statement below:

4.2.1 Kite Mines should issue their shares to the black employees who are working for the company. (2)

4.2.2 The mine promoted Mrs Finky to be part of the senior managers in the production department. (2)

4.3 Explain the National Skills Development Strategy. (4)

4.4 Discuss any TWO types of diversification strategies. (6)

4.5 Suggest ways in which businesses can comply with the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (4)



**BUSINESS OPERATIONS**

- 4.6 Outline the placement procedure. (6)
- 4.7 Elaborate on the meaning of *induction*. (4)
- 4.8 Read the scenario below and answer the questions that follow.

**MOUNTAIN VIEW GUESTHOUSE (MG)**

The Mountain View Guesthouse specialises in accommodation and spa services. They can afford to replace outdated equipment for the spa. They are able to improve performance and maintain high quality standards in their business.

Identify TWO Total Quality Management (TQM) elements applied by MG. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.8

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

- 4.9 Suggest ways in which total quality management (TQM) can reduce the cost of quality. (4)

**[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, QUESTION 6 on a NEW page, etc.

**QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)**

The National Credit Act (NCA), 2005 (Act 34 of 2005) provides a framework to regulate the credit market. It protects the rights of consumers and provides guidelines on how businesses should comply with this Act. Businesses may face penalties for not complying with the National Credit Act.

Write an essay on the National Credit Act in which you include the following aspects:

- Outline the rights of consumers in terms of the National Credit Act.
- Explain ways in which businesses could comply with the NCA.
- Discuss the impact of the NCA on businesses.
- Advise businesses on the penalties they may face for non-compliance to the Act.

**[40]**

**QUESTION 6: BUSINESS OPERATION (HUMAN RESOURCE FUNCTION)**

The human resources manager is responsible for recruiting hard working candidates. Suitable candidates can be recruited externally using various recruitment sources. It is important for the HR department to conduct interviews to verify the information. Training employees will enhance the performance of the business.

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

- Outline the recruitment procedure.
- Explain the impact of external recruitment on a business.
- Discuss the purpose of interview.
- Advise businesses on the importance of training/skills development in human resource.

**[40]**

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**