



education

Department:
Education
North West Provincial Government
REPUBLIC OF SOUTH AFRICA

PROVINCIAL ASSESSMENT

GRADE 12

BUSINESS STUDIES P1

JUNE 2025

MARKS: 150

TIME: 2 hours

This question paper consists of 9 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- 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.
- Read the instructions for each question carefully and take note of what is required. Note that ONLY the answers first TWO questions in SECTION B and the answer to the FIRST question selected in SECTION C will be marked.
- 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.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- 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

- Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
- You may use a non-programmable calculator.
- 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 Cosmetic Ltd complied with the ... when they allowed the trade union representative to take reasonable paid time off to attend to trade union matters.

- A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- C Labour Relations Act (LRA), 1995 (Act 66 of 1995)
- D Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997)

1.1.2 This Act aims to address inequality in the South African economy by ensuring that wealth is more widely distributed across all population groups:

- A Employment Equity Act (EEA), 1998 (Act 55 of 1998)
- B Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
- C Skills Development Act (SDA), 1998 (Act 97 of 1998)
- D Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003)

1.1.3 Zoop Shuttle Services applied ... integration when they merged with CC Connect, which provides their customers with Wi-Fi while travelling.

- A forward vertical
- B backward vertical
- C horizontal
- D divestiture

1.1.4 The human resource activity where vacancies are identified and described in a business and suitable candidates are attracted to fill them:

- A Induction
- B Selection
- C Placement
- D Recruitment

1.1.5 TML Bricks identified the problem to make provision for improvements. TML Bricks applied this step in the PDCA model:

- A Plan
- B Do
- C Check
- D Act

(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.

opportunity; piecemeal; Human resource; maternity; quality;
National skills; strength; total quality management;
paternity; time related

1.2.1 The ... Development Strategy makes better use of workplace based skills development.

1.2.2 Bobo Tea is situated near a new luxury apartment building. This is classified as a ... in the SWOT analysis.

1.2.3 Joe the financial manager is entitled to ten consecutive days ... leave after the birth of his child.

1.2.4 Moja Clothing used the ... salary determination method when they paid Oscar based on a salary scale at the end of the month.

1.2.5 Businesses use ... to continuously improve on processes and systems in order to satisfy customers' needs beyond their expectations.

(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 Management control	A responsible for the delivering of services to the public
1.3.2 Tertiary sector	B ensures there is no break in production due to stock shortages
1.3.3 Liquidation	C non-compulsory benefit paid to employees
1.3.4 Unemployment Insurance Fund	D appoint black people in senior executive positions
1.3.5 Purchasing function	E responsible for the extraction of raw materials
	F selling some assets that are no longer profitable
	G ensures that products are produced at the lowest possible cost
	H selling all assets with the aim of closing down the business
	I appoint black people in partnerships
	J compulsory benefit paid to employees

(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 TWO types of intensive strategies. (2)
- 2.2 Outline the strategic management process. (6)
- 2.3 Read the scenario below and answer the questions that follow.

AQUA TANKS (AT)

Aqua Tanks specialises in producing tailor-made water tanks to meet specific needs and capacity of households. AT is a newly established business that has to apply for a trading license and obtain information about legal requirements. AT had to pay hefty legal costs to obtain a license.

- 2.3.1 Identify the PESTLE factor that poses a challenge to AT in the scenario above. (2)
- 2.3.2 Recommend ways in which AT can deal with the challenges posed by the PESTLE factor identified in QUESTION 2.3.1. (4)
- 2.4 Explain how SETA's are funded. (4)
- 2.5 Discuss the purpose of the Employment Equity Act (EEA), 1998 (Act 55 of 1998). (6)
- 2.6 Read the scenario below and answer the questions that follow.

CONCRETE INSPECT (CI)

Concrete Inspect is responsible for inspecting concrete construction sites. The management of CI has to consider the impact of strategy implementation on the internal and external environment as part of their inspection programme. They also implement corrective actions when deviations occur. CI compiled an action plan to introduce expert technicians.

- 2.6.1 Quote TWO steps in strategy evaluation implemented by CI from the scenario above. (2)
- 2.6.2 Explain any other steps in strategy evaluation. (6)
- 2.7 Advise business on how they could apply the following forces of the Porter's Five Forces model to analyse their position in the market environment:
- 2.7.1 Power of buyers (4)
- 2.7.2 Threat/Barriers of new entrants to the market (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

- 3.1 Name any TWO sources of external recruitment. (2)
- 3.2 Outline the reasons for termination of an employment contract. (4)
- 3.3 Read the scenario below and answer the questions that follow.

SUNNY SOLAR PANELS (SSP)

Sunny Solar Panels is looking for an experienced solar installer to fill a vacant position. SSP sorted the applications forms according to the assessment criteria. During the procedure, shortlisted candidates were subjected to various skill tests. The selected candidate was placed in a position to add value to the business.

- 3.3.1 Quote TWO steps of the selection procedure from the scenario above. (2)
- 3.3.2 Explain other steps in the selection procedure. (4)
- 3.4 Discuss the positive impact of fringe benefits on businesses. (6)
- 3.5 Outline THREE quality indicators of the marketing function. (6)
- 3.6 Read the scenario below and answer the questions that follow.

SWEET COFFEE BREW (SCB)

Sweet Coffee Brew specialises in exporting coffee beans and equipment. SCB expanded in various geographical areas; hence, they have enough funds to employ experts in brand management. The management of SCB ensures that customer complaints are handled within 24 hours.

- 3.6.1 Identify TWO total quality management (TQM) elements implemented by SCB. Motivate your answers by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.6.1.

TQM ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

- 3.6.2 Explain the impact of any ONE of the TQM elements, identified in QUESTION 3.6.1 on SCB as a large business. (4)
- 3.7 Advise businesses on the importance of quality circles. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS ENVIRONMENTS**

- 4.1 Name any TWO types of business environments and state the extent of control businesses have over EACH environment.

Use the table below as a GUIDE to answer QUESTION 4.1

BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
1.	
2.	

(4)

- 4.2 Identify the diversification strategy applicable to Senne Manufacturers in EACH statement below:

4.2.1 Senne Manufacturers extended the products beyond the market in which it currently operates. (2)

4.2.2 They added new products that were unrelated to existing products, which appealed to a new group of customers. (2)

- 4.3 Explain fair and honest dealings as a consumer right stipulated in the Consumer Protection Act (CPA), 2008 (Act 68 of 2008). (6)

- 4.4 Advise businesses on the penalties for non-compliance with regards to COIDA. (6)

BUSINESS OPERATIONS

- 4.5 Name any TWO aspects that should be included in an employment contract. (2)

- 4.6 Explain the placement procedure as a human resources activity. (4)

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

ATLAS CELLULAR (AC)
Atlas Cellular specialises in selling a variety of cellular phones. The management of AC ensures that every process is aimed at getting the product right the first time and prevents mistakes from happening. AC aims to ensure that the quality of goods and services are consistent.

Identify TWO quality concepts that are applicable to AC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.7.

QUALITY CONCEPTS	MOTIVATIONS
1.	
2.	

(6)

- 4.8 Discuss the impact of TQM if poorly implemented by businesses. (6)

- 4.9 Advise businesses on 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 OR QUESTION 6 on a NEW page.

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 OPERATIONS (HUMAN RESOURCE FUNCTION)

Successful businesses must have a thorough understanding of what job description and job specification entails. Suitable candidates can be appointed using internal recruitment to fill positions. Interviewers must be conversant with their role before the interview to ensure a positive outcome. Businesses also enjoy the benefits of inducting the newly appointed employees.

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

- Outline the difference between *job description* and *job specification*.
- Explain the impact of internal recruitment on a business.
- Discuss the role of the interviewer before the interview.
- Advise businesses on the benefits of induction.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150