

| <b>EXAMINATION</b>      |  | <b>NATIONAL SENIOR CERTIFICATE</b> |  |
|-------------------------|--|------------------------------------|--|
| <b>GRADE</b>            |  | 12                                 |  |
| <b>DATE</b>             |  | JUNE 2024                          |  |
| <b>SUBJECT</b>          |  | BUSINESS STUDIES                   |  |
| <b>PAPER</b>            |  | 1                                  |  |
| <b>MARK TOTAL</b>       |  | 150                                |  |
| <b>DURATION (HOURS)</b> |  | 2                                  |  |
| <b>NUMBER OF PAGES</b>  |  | 10                                 |  |



**SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE**  
**SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT**

## INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions:

1. This question paper consists of **THREE** sections and covers the following **TWO** topics: **BUSINESS ENVIRONMENTS** and **BUSINESS OPERATIONS**.

**SECTION A:** ALL the questions in this section are **COMPULSORY**.

**SECTION B:** Consists of **THREE** questions. One question per topic and a combination question covering both topics.

**Answer any TWO questions.**

**SECTION C:** Consists of **TWO** questions, one from each topic.

**Answer only ONE question.**

2. Read the instructions for each question carefully and take note of the requirements.
3. Number the answers correctly according to the numbering system used in this question paper.
4. All answers must be in full sentences except where other instructions are given.
5. Use the mark allocation and nature of the 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) |
|--------------|---|----------|-------------|----------------|
| <b>A</b>     | Multiple choice, complete the statement and matching questions<br><b>COMPULSORY</b> | 1        | 30          | 30             |
| <b>B</b>     | Three direct/indirect questions<br><b>CHOICE: Answer any TWO</b>                    | 2 – 4    | 2 x 40 (80) | 2 x 30 (60)    |
| <b>C</b>     | Two essay type questions<br><b>CHOICE: Answer any ONE</b>                           | 5 – 6    | 40          | 30             |
| <b>TOTAL</b> |   |          | <b>150</b>  | <b>120</b>     |

7. Non-programmable calculators may be used.
8. Write neatly and legibly using only **BLUE** ink.



## SECTION A: (COMPULSARY)

### QUESTION 1

- 1.1 Various options are provided as possible answers to the following questions. Choose the correct answer and only write the letter (A - D) next to the question number (1.1.1 - 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 B.
- 1.1.1 This Act protects employers from a financial burden should employees be involved in an accident at the workplace.
- A. Labour Relations Act, 1995 (Act 66 of 1995)
  - B. National Credit Act, 2005 (Act 34 of 2005)
  - C. Compensation for Occupational Injuries and Diseases Amendment Act, 1997 (Act 61 of 1997)
  - D. Employment Equity Act, 1998 (Act 55 of 1998)
- 1.1.2 Credit providers must submit an annual report to the ... for compliance purposes.
- A. debt counsellor
  - B. National Credit Regulator
  - C. Credit Enforcement Agency
  - D. credit counsellor
- 1.1.3 Businesses that are constantly exposed to political changes have no control over the ... environment.
- A. micro
  - B. market
  - C. macro
  - D. operational
- 1.1.4 This industrial analysis tool is used to identify challenges from within the business:
- A. PESTLE
  - B. Porter's Five Forces model
  - C. SCAMPER
  - D. SWOT
- 1.1.5 The procedure where all application documents received are checked against the pre-determined criteria:
- A. Induction
  - B. Selection
  - C. Placement
  - D. Recruitment



- 1.1.6 A long-term plan of action to address a problem or achieve a specific goal is known as a business ...
- A. strategy.
  - B. vision.
  - C. mission.
  - D. policy.
- 1.1.7 The ... function ensures that accurate information is made available to management for decision-making.
- A. financial
  - B. administration
  - C. public relations
  - D. marketing
- 1.1.8 A/The ... is an example of an internal recruitment source.
- A. business newsletter
  - B. billboard
  - C. recruitment agency
  - D. local newspaper
- 1.1.9 Businesses use ... for accountability within each of the business functions:
- A. quality circles.
  - B. employee groups.
  - C. quality management.
  - D. quality groups.
- 1.1.10 The PDCA model forms part of the TQM element of ...
- A. continuous improvement to processes and systems.
  - B. total client/customer satisfaction.
  - C. continuous skills development.
  - D. adequate financing and capacity.

(10x2) (20)

- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question number (1.2.1 - 1.2.5) in the ANSWER BOOK.

financial; piecemeal; Labour Relations; induction; nepotism; time-related; recruitment; Employment Equity; purchasing; fronting

- 1.2.1 Tobias Trading adhered to the ... Act when they gave all qualified applicants equal access to job opportunities.
- 1.2.2 Inspire Photography included Sandile, a general cleaner in the company, on their list of directors. This is an example of ...
- 1.2.3 The ... process is used by businesses to identify vacancies and attract suitable candidates.
- 1.2.4 Speedy Wholesales guarantees delivery of goods within 60 minutes. This is a quality indicator of the ... function.
- 1.2.5 Get Active Gym uses the ... salary determination method when paying their fitness instructors for each class completed.

(5x1) (5)

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 number (1.3.1 - 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

| COLUMN A |                         | COLUMN B |   |
|----------|-------------------------|----------|---|
| 1.3.1    | Placement               | A        | when a business sells some of its divisions that are no longer profitable               |
| 1.3.2    | Quality                 | B        | protects customers against unfair and reckless credit granting by businesses            |
| 1.3.3    | Divestiture             | C        | doing reference checks of applicants who qualify for the job                            |
| 1.3.4    | Screening               | D        | the orientation of the suitable candidate to easily adapt to the workplace              |
| 1.3.5    | Consumer Protection Act | E        | aims at continuously improving the business product                                     |
|          |                         | F        | when a business sells all its assets to pay all liabilities                             |
|          |                         | G        | matches the position and competency of the employee                                     |
|          |                         | H        | preparing an advertisement with the relevant information for the job                    |
|          |                         | I        | protects the economic interests of customers by providing them with product information |
|          |                         | J        | the ability of products/services to satisfy a specific need                             |

(5x1) (5)

**TOTAL SECTION A: [30]**

## SECTION B

Answer ANY TWO questions in this section.

### QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1 Name any FOUR pillars of the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003). (4)
- 2.2 Outline how SETAs are funded. (6)
- 2.3 Read the scenario below and answer the questions that follow.

#### **KAREEM HEALTH SHOP (KHS)**

Kareem Health Shop specialises in selling products with specific dietary requirements. They declined Jennifer's application for leave after the death of her brother. KHS also refused to give her access to her employment contract when she asked for it.

- 2.3.1 Quote TWO actions from the scenario above that can be regarded as discriminatory according to the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (2)
- 2.3.2 Suggest ways in which the management of KHS can comply with the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (6)
- 2.4 Explain how businesses can apply the following forces of Porter's Five Forces model to analyse their position in the market:
- 2.4.1 Power of competitors/Competitive rivalry (4)
- 2.4.2 Threat of substitution (4)
- 2.5 Read the scenario below and answer the questions that follow.

#### **TAYLOR TUTORING SERVICE (TTS)**

Taylor Tutoring Service provides online tutoring for students in the online-school market. TTS also decided to offer their services to learners in government schools.

- 2.5.1 Identify the type of intensive strategy that TTS applied in the scenario above. (2)
- 2.5.2 Explain the advantages of intensive strategies. (6)
- 2.6 Advise businesses on how to apply the strategic management process. (6)

**[40]**

### QUESTION 3: BUSINESS OPERATIONS

- 3.1 Give any THREE examples of fringe benefits. (3)
- 3.2 Read the scenario below and answer the questions that follow.

#### VALUE TRADERS (VT)

Value Traders specialises in online marketing. VT advertised a vacant post for a marketing manager on their noticeboard. The successful candidate will be notified within three months.

- 3.2.1 Identify the method of recruitment used by Value Traders. Motivate your answer by quoting from the scenario. (3)
- 3.2.2 Outline the advantages of the method of recruitment identified in QUESTION 3.2.1. (4)
- 3.3 Explain the role of the interviewer before the interview. (4)
- 3.4 Discuss the benefits of induction for businesses. (6)
- 3.5 Read the scenario below and answer the questions that follow.

#### MAJOZI MANUFACTURING COMPANY (MMC)

Majozi Manufacturing Company received many complaints from customers about the poor quality of their products. A small group of MMC workers were asked to suggest ideas on improving systems and processes. They are also expected to investigate problems and suggest solutions to the management.

- 3.5.1 Quote TWO roles of quality circles from the scenario above. (2)
- 3.5.2 Advise the management of MMC on other roles of quality circles in improving the quality of their products. (6)
- 3.6 Explain the quality indicators of the production function. (6)
- 3.7 Advise businesses on the impact of TQM if poorly implemented. (6)

**[40]**

**QUESTION 4: MISCELLANIOUS**

**BUSINESS ENVIRONMENTS**

- 4.1 Name any TWO types of business sectors. (2)
- 4.2 Read the scenario below and answer the questions that follow.

**BRANCO ENTERPRISES (BE)**

Branco Enterprises have been experiencing a decline in profits. This is due to challenges posed by the high unemployment rate and the sudden rise in interest rates after the South African Reserve Bank announced a sharp increase in the repo rate.

- 4.2.1 Identify TWO PESTLE factors specified in the scenario above. (4)
- 4.2.2 Explain how the PESTLE factors identified in QUESTION 4.2.1 can pose challenges to businesses. (4)

Use the table below as a guide to answer QUESTION 4.2.1 and 4.2.2.

| PESTLE FACTORS | CHALLENGES |
|----------------|------------|
| 1.             |            |
| 2.             |            |

- 4.3 Discuss the rights of consumers in terms of the National Credit Act (NCA), 2005 (Act 34 of 2005). (4)
- 4.4 Advise businesses on the roles of SETAs in supporting the Skills Development Act (SDA), 1998 (Act 97 Of 1998). (6)

**BUSINESS OPERATIONS**

- 4.5 Name TWO reasons for the termination of an employment contract. (2)
- 4.6 Read the scenario below and answer the questions that follow.

**FLASH ELECTRONICS (FE)**

Flash Electronics recently appointed Freddy as a design engineer. He was offered a five-year contract, works for nine hours a day and is paid on a monthly basis.

- 4.6.1 Identify TWO aspects included in the employment contract from the scenario above. (2)
- 4.6.2 Explain the legal requirements of the employment contract. (6)
- 4.7 Distinguish between *quality control* and *quality assurance*. (4)
- 4.8 Recommend to businesses how they can apply any THREE steps of the PDCA model to improve the quality of their products. (6)

[40]

**TOTAL SECTION B: [80]**

## SECTION C

Answer only ONE question in this section.

### QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The Labour Relations Act (LRA), 1995 (Act 66 of 1995) is one of the Acts that was established to promote labour peace in the workplace. The Act makes provisions for the rights of both the employers and employees. Businesses are required to comply with this Act to avoid penalties for non-compliance.

Write an essay on the Labour Relations Act (LRA) in which you include the following aspects:

- ❖ Outline the rights of the employers and employees in terms of the LRA.
- ❖ Explain the purpose of the LRA.
- ❖ Evaluate the impact of this Act on businesses.
- ❖ Recommend ways in which businesses may comply with this Act.

(40)

### QUESTION 6: BUSINESS OPERATIONS (TOTAL QUALITY MANAGEMENT)

Large businesses realise that total quality management (TQM) is crucial in remaining competitive and sustainable. Businesses need to implement the TQM elements to reduce the cost of quality. Many businesses benefit from implementing a quality management system.

Write an essay on total quality management (TQM) in which you include the following aspects:

- ❖ Elaborate on the meaning of total quality management.
- ❖ Explain the benefits of a good quality management system.
- ❖ Discuss the impact of the following elements of TQM on large businesses:
  - Continuous skills development/Education and training
  - Adequate finance and capacity
- ❖ Suggest ways in which TQM can reduce the cost of quality.

(40)

**TOTAL SECTION C: [40]**

**GRAND TOTAL: [150]**