

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		MAY/JUNE 2025	
SUBJECT		BUSINESS STUDIES	
PAPER		1	
MARK TOTAL		150	
DURATION (HOURS)		2	
NUMBER OF PAGES		11	



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 is **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)
A	Multiple choice, complete the statement and matching questions COMPULSORY	1	30	30
B	Three direct/indirect questions CHOICE: Answer any TWO	2–4	2 x 40 (80)	2 x 30 (60)
C	Two essay type questions CHOICE: Answer any ONE	5–6	40	30
TOTAL			150	120

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



SECTION A: (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answer and only write 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 B.

1.1.1 This Act aims at targeting inequality in the South African economy.

- A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- B Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003)
- C Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
- D National Credit Act (NCA), 2005 (Act 34 of 2005)

1.1.2 The lack of human resource capacity at Tsonga Art Studio, is a challenge emanating from the ... environment.

- A external
- B market
- C macro
- D micro

1.1.3 Ben's Butchery has ... over new legislation regarding the processing of raw meat.

- A full control
- B limited control
- C no control
- D absolute control

1.1.4 The human resource manager at Sunshine Consultants checks applicants' references during the ... process.

- A selection
- B recruitment
- C placement
- D induction



- 1.1.5 This Act enshrines the right of workers to join a trade union of their choice.
- A Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
 - B Employment Equity Act (EEA), 1998 (Act 55 of 1998)
 - C Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
 - D Labour Relations Act (LRA), 1995 (Act 66 of 1995)
- 1.1.6 An example of a compulsory deduction from an employee's salary slip is his/her ...
- A pension.
 - B medical aid contribution.
 - C PAYE.
 - D trade union membership fee.
- 1.1.7 The procedure where the applicant's documents are checked against the requirements of the job, is known as ...
- A placement.
 - B recruitment.
 - C induction.
 - D screening.
- 1.1.8 Providing regular positive press releases is a quality indicator of the ... function.
- A financial
 - B public relations
 - C purchasing
 - D marketing
- 1.1.9 Quality ... can be obtained if all departments work together towards the same quality standards.
- A control
 - B management
 - C assurance
 - D performance



1.1.10 Quality circles form part of the TQM element of ...

- A total client satisfaction.
- B adequate financing and capacity.
- C continuous improvement to processes and systems.
- D continuous skills development.

(10x2)(20)

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.

Consumer Protection Act; environment; tertiary; Unemployment Insurance Fund;
National Skills Development; secondary; economic; National Credit Act;
Human Resource Development; Compensation Fund

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 A compulsory benefit that offers short term financial assistance to workers who are jobless, is known as the ...

1.2.4 Duka Transport conveys workers daily from their homes to their respective workplaces. This is an example of the ... business sector.

1.2.5 The ... protects businesses against non-paying customers.

(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 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	Internal recruitment	A	Regulates the right to fair labour practices in the workplace.
1.3.2	Learnership	B	Businesses take over their distributors.
1.3.3	Basic Conditions of Employment Act	C	Training opportunity that can lead to a recognised occupational qualification.
1.3.4	Backward vertical integration	D	Larger pool of candidates to choose from.
1.3.5	Total quality management system	E	Focuses on managing key organisational processes.
		F	Training opportunity that requires employees to only attend external practical courses.
		G	Cheaper and quicker to fill a post.
		H	Businesses take over their suppliers.
		I	Focuses on achieving customer satisfaction and continuous improvement in business processes and products.
		J	Promotes equal opportunity and fair treatment in the workplace.

(5x1)(5)

TOTAL SECTION A: [30]

SECTION B

Answer **ANY TWO** questions in this section.

QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1 Name any TWO types of intensive strategies. (2)
- 2.2 Outline the role of the Sector Education and Training Authorities (SETAs) in supporting the Skills Development Act. (6)
- 2.3 Identify the PESTLE elements that pose a challenge to Dream Car Dealers (DCD) in each of the following statements:
- 2.3.1 Customers cannot afford high performance vehicles due to low-income levels. (2)
- 2.3.2 The salesmen at DCD work on public holidays and are paid double their normal rate. (2)
- 2.4 Explain the purpose of the Labour Relations Act (LRA), 1995 (Act 66 of 1995). (6)
- 2.5 Read the scenario below and answer the questions that follow.

RAKGWALE CONSTRUCTION (RC)

Rakgwale Construction ensures that employees work in a safe environment and that accidents that occur in the workplace are reported immediately.

- 2.5.1 Identify the Act that is applicable to RC in the scenario above. (2)
- 2.5.2 Describe actions that could be regarded as non-compliant, with reference to the Act identified in QUESTION 2.5.1. (6)
- 2.6 Discuss any TWO types of defensive strategies. (6)
- 2.7 Advise businesses on how they can apply the following components of Porter's Five Forces model to analyse their position in the market.
- 2.7.1 Power of buyers. (4)
- 2.7.2 Threats/Barriers of new entrants to the market. (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

- 3.1 List FOUR legal requirements of an employment contract. (4)
- 3.2 Read the scenario below and answer the questions that follow.

BUBBLES CLEANING SERVICES (BCS)

Bubbles Cleaning Services, owned by Melissa, specialises in the cleaning of private homes and business offices. The cleaning staff at BCS is paid per room that they clean. However, the administrative clerk is paid per week.

- 3.2.1 Name the TWO salary determination methods used by BCS from the scenario above. (4)
- 3.2.2 Explain the selection procedure as a human resource activity. (6)
- 3.3 Discuss the role of the interviewer during the interview. (6)
- 3.4 Read the scenario below and answer the questions that follow.

KARAN BEEF (KB)

Karan Beef won the sausage trophy of the year and would like to maintain the high quality of their products. The management sets goals on quality and measure each department against specific standards. KB inspects their sausage-making process during and after every stage.

- 3.4.1 Identify TWO quality concepts that apply to KB. Motivate your answer by quoting from the scenario above.

Use the table below as a guide as a guide to answer QUESTION 3.4.1.

QUALITY CONCEPTS	MOTIVATIONS
1.	
2.	

- (6)
- 3.4.2 Discuss the impact of total quality management (TQM) if poorly implemented by KB. (6)
- 3.5 Explain the ways in which total quality management (TQM) can reduce the cost of quality. (4)
- 3.6 Evaluate the positive impact of continuous skills development/Education and training as a total quality management (TQM) element on large businesses. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

- 4.1 List TWO types of leave provisions according to the Basic Conditions of Employment Act (BCEA). (2)
- 4.2 Read the scenario below and answer the questions that follow.

UBISI DAIRY FARM (UDF)

Ubisi Dairy Farm specialises in farming with dairy cattle. They supply fresh milk to Melko Factory (MF) where it is pasteurised and homogenised. UDF also wants to increase its product range and markets through different diversification strategies.

- 4.2.1 Identify the TWO types of business sectors in which UDF and MF operate. Motivate your answer by quoting from the scenario above.

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

SECTORS	MOTIVATIONS
1.	
2.	

- (6)
- 4.2.2 Explain the advantages of diversification strategies. (6)
- 4.3 Advise businesses on the steps in strategy evaluation. (6)

BUSINESS OPERATIONS

- 4.4 Name any TWO steps in the PDCA model. (2)
- 4.5 Read the scenario below and answer the questions that follow.

TOP CLASS MANUFACTURERS (TCM)

Top Class Manufacturers specialises in designing and supplying classroom furniture to schools. They place and follow up orders for materials regularly to ensure it is delivered on time. TCM also communicates effectively with clients to get feedback on their service.

4.5.1 Identify the TWO business functions used by TCM. Motivate your answer by quoting from the scenario above.

Use the table below to answer QUESTION 4.5.1:

BUSINESS FUNCTIONS	MOTIVATIONS
1.	
2.	

(6)

4.5.2 Explain the benefits of a good quality management system.

(6)

4.6 Advise businesses on the reasons for the termination of an employment contract.

(6)

[40]

TOTAL SECTION B: [80]

SECTION C

Answer only **ONE** question in this section.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

South Africa is one of the most culturally, racially and economically diverse countries in the world. To ensure that everyone enjoys equal opportunity and fair treatment in the workplace, the Employment Equity Act (EEA), 1998 (Act 55 of 1998) was enacted into law.

Write an essay on the Employment Equity Act (EEA) in which you include the following aspects:

- Outline the purpose of the Employment Equity Act.
- Explain the impact of this Act on businesses.
- Discuss the penalties businesses may face for non-compliance to the EEA.
- Recommend ways in which businesses can comply with this Act.

[40]

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

Many businesses follow the correct recruitment procedure to find suitable and qualified employees. They compile a job analysis to determine the competencies required for the job and also offer attractive fringe benefits to employees. The human resources manager should be mindful of the implications of the Basic Conditions of Employment Act (BCEA) on the human resources function.

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

- Outline the recruitment procedure as a human resource activity.
- Explain the TWO components of job analysis.
- Discuss the impact of fringe benefits on businesses.
- Advise businesses on the implications of the Basic Conditions of Employment Act on the human resources function.

[40]

TOTAL SECTION C: [40]

GRAND TOTAL: [150]