

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		NOVEMBER 2025	
SUBJECT		BUSINESS STUDIES	
PAPER		1	
MARK TOTAL		150	
DURATION (HOURS)		2	
NUMBER OF PAGES		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)
A	Multiple choice, complete the statement and matching items 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 correct answer and only write 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 This Act promotes the establishment of workplace forums to accommodate employees in decision making:

- A Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997)
- B Labour Relations Act (LRA), 1995 (Act 66 of 1995)
- C Consumer Protection Act (CPA), 2008 (Act 68 of 2008)
- D Employment Equity Act (EEA), 1998 (Act 55 of 1998)

1.1.2 Fundsa Providers operates in the ... sector as they specialise in offering financial services.

- A tertiary
- B economic
- C primary
- D secondary

1.1.3 The process of conducting interviews to identify the most suitable candidate, is known as ...

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

1.1.4 Mokoena Manufacturers continuously revise their processes to improve the quality of their products. This is known as the ... step of the PDCA model.

- A plan
- B do
- C check
- D act



1.1.5 The ... function is responsible for obtaining capital from the most suitable sources.

- A marketing
- B general management
- C financial
- D production

(5x2) (10)

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.

quality control; selection; economic; strategy evaluation; internships;
quality assurance; learnerships; placement; social;
strategic management

1.2.1 Peter Plumbing provides ... to employees through practical training opportunities that lead to a recognised qualification.

1.2.2 A challenge of the PESTLE analysis that affects businesses' profitability due to high interest rates, is known as the ... factor.

1.2.3 Bubbles Cleaners applied the ... process when they conducted environmental scanning using a SWOT analysis.

1.2.4 Determining the relationship between the requirements of the position and the competencies of the newly appointed employee is known as ...

1.2.5 Pride Manufacturers used ... when inspecting their products during and after the production process.

(5x2) (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	Black Economic Empowerment	A	Advertising a vacancy using a recruitment agency.
1.3.2	Forward vertical integration	B	Aims at satisfying the needs of consumers by continuously improving business processes.
1.3.3	Job specification	C	Business takes over its supplier.
1.3.4	Internal recruitment	D	Describes the duties and responsibilities of a specific job.
1.3.5	Total Quality Management	E	Aims at measuring each department's performance against specified criteria.
		F	Benefited only a few previously disadvantaged people in the economy.
		G	Advertising a vacancy on the business notice board.
		H	Business takes over its distributor.
		I	Describes the minimum personal qualities needed for a job.
		J	Benefited a wider group of previously disadvantaged people in the economy.

(5x2) (10)

TOTAL SECTION A: [30]

SECTION B

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

QUESTION 2: BUSINESS ENVIRONMENTS

- 2.1 Name **THREE** types of intensive strategies. (3)
- 2.2 Outline the role of Sector Education and Training Authorities (SETAs) in supporting the Skills Development Act (SDA), 1998 (Act 97 of 1998). (6)
- 2.3 Read the scenario below and answer the questions that follow.

BRUMMER BOOKS (BB)

Brummer Books is experiencing a decline in sales and sold some of their unproductive assets to pay off their debts.

- 2.3.1 Identify the type of defensive strategy applied by Brummer Books in the scenario above. (2)
- 2.3.2 Explain **ONE** other type of defensive strategy that can be used by Brummer Books. (3)
- 2.4 Describe the steps in strategy evaluation. (6)
- 2.5 Read the scenario below and answer the questions that follow.

DURAN DRONES (DD)

Duran Drones specialises in the manufacturing of surveillance drones and encourages their employees to participate in training programmes. DD provides a healthy working environment for their employees. They also ensure that their machines are in a good working condition.

- 2.5.1 Quote **TWO** ways in which Duran Drones complies with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997) from the scenario above. (2)
- 2.5.2 Explain the penalties that businesses may face for non-compliance with the Compensation for Occupational Injuries and Diseases Amendment Act (COIDA), 1997 (Act 61 of 1997). (4)
- 2.6 Discuss the impact of the Consumer Protection Act (CPA), 2008 (Act 68 of 2008) on businesses. (6)



2.7 Recommend ways in which businesses can deal with challenges posed by the following PESTLE factors:

2.7.1 Environmental (4)

2.7.2 Political (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 Name any FOUR aspects that should be included in an employment contract. (4)

3.2 Outline the role of the interviewee during an interview. (6)

3.3 Read the scenario below and answer the question that follows.

ZUKHANYE DOORS (ZD)

Zukhanye Doors specialises in the manufacturing of solid wooden doors. Michael, the sales agent, is paid for the number of doors he sells. Neha, the administrative clerk, is paid for the number of hours she spends at work.

Identify TWO salary determination methods used by Zukhanye Doors. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3.

SALARY DETERMINATION METHODS	MOTIVATIONS
1.	
2.	

(6)

3.4 Discuss the implications of the Employment Equity Act on the human resources function. (4)

3.5 Outline the quality indicators of the purchasing function. (4)



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

LIGHTHOUSE PRODUCERS (LP)

Lighthouse Producers continuously improves on their processes and systems. The management always requests quality circles to contribute towards the improvement and development of the business. Quality circles also ensure that there is no duplication of tasks in the workplace.

- 3.6.1 Quote TWO roles of quality circles as part of continuous improvement to processes and systems from the scenario above. (2)
- 3.6.2 Explain other roles of quality circles as part of continuous improvement to processes and systems. (4)
- 3.7 Discuss ways in which total quality management (TQM) can reduce the cost of quality. (6)
- 3.8 Advise businesses on the benefits of a good quality management system. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

- 4.1 Name any TWO provisions of the Basic Conditions of Employment Act (BCEA), 1997 (Act 75 of 1997). (2)
- 4.2 Identify the force of the Porter's Five Forces model that applies to Patricia Hairdressing in EACH statement below:
- 4.2.1 Patricia only needed a small amount of capital to start her business. (2)
- 4.2.2 Patricia Hairdressing pay high prices for stock, as Salon Shampoo is the only provider of high-quality hair products. (2)
- 4.3 List any TWO business environments and state the extent of control that businesses have over EACH business environment.

Use the table below as a GUIDE to answer QUESTION 4.3.

BUSINESS ENVIRONMENTS	EXTENT OF CONTROL
1.	
2.	

(4)



- 4.4 Discuss any TWO types of diversification strategies. (6)
- 4.5 Suggest ways in which businesses can apply enterprise and supplier development (ESD) as a pillar of the Broad-Based Black Economic Empowerment Act (BBBEE), 2003 (Act 53 of 2003) in the workplace. (4)

BUSINESS OPERATIONS

- 4.6 Name any FOUR aspects that should be included in an induction programme. (4)
- 4.7 Explain the impact of external recruitment on businesses. (6)
- 4.8 Read the scenario below and answer the question that follows.

AWE BURGERS (AB)

Awe Burgers sells a wide variety of hamburgers on their menu. They utilise their kitchen machinery and equipment optimally. AB provides regular press releases to all stakeholders.

Identify TWO business functions that contribute to the success of Awe Burgers. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.8.

BUSINESS FUNCTIONS	MOTIVATIONS
1.	
2.	

(6)

- 4.9 Advise large businesses on the advantages of continuous skills development/ education and training as a total quality management (TQM) element. (4)

[40]

TOTAL SECTION B: [80]

SECTION C

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

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The National Credit Act (NCA), 2005 (Act 34 of 2005) provides a framework to regulate the credit market and makes provision for the rights of consumers in terms of this Act. Businesses are compelled to comply with the National Credit Act to avoid penalties.

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

- Outline the purpose of the National Credit Act.
- Discuss the rights of consumers in terms of the National Credit Act.
- Explain the impact of the National Credit Act on businesses.
- Advise businesses on ways in which they could comply with the NCA.

[40]

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

Businesses must follow the correct recruitment procedure to find suitable candidates. Some businesses offer fringe benefits to their employees and ensure that new employees are properly inducted. It is important for all employees to understand the reasons for the termination of their employment contracts.

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

- Outline the recruitment procedure as a human resources activity.
- Explain the impact of fringe benefits on businesses.
- Discuss the advantages of induction for businesses.
- Advise businesses on the reasons for the termination of an employment contract.

[40]

TOTAL SECTION C: [40]

GRAND TOTAL: [150]