KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P1

PROVINCIAL STANDARDISED ASSESSMENT

JUNE 2026

MARKS: 150

TIME: 2 hours

This question paper consists of 11 pages.

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INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers THREE 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 two questions in this section.

2. Read the instructions for each question carefully and take note of what is required.

   Note that ONLY the first TWO questions in SECTION B and the FIRST questions in SECTION C will be marked.

3. Number the answers carefully 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 guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	**1**	**20**	**30**
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	**2**	**20**	**30**
	3	**20**	**30**
	4	**20**	**30**
C: TWO essay-type questions CHOICE: Answer any ONE.	**5**	**40**	**30**
	6	**40**	**30**
TOTAL		**100**	**90 minutes**

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.

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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 1.1.10) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 The… promotes diversity and affirmative action in the workplace.

A Consumer Protection Act (CPA) (No 68 of 2008).

B Employment Equity Act (No 55 of 1998).

C Basic Conditions of Employment Act (BCEA) (No 75 of 1997)

D Labour Relations Act (LRA) (Act 66 of 1995).

1.1.2 Eddie Suppliers focused on selling existing products into existing markets to increase their market share. Eddie Suppliers implemented…strategy

A product development

B market development

C market research

D market penetration

1.1.3 Crown Mines is not conversant with language of their customer. This challenge emanates from…as a pestle factor.

A social

B political

C legal

D economic

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1.1.4 The following statement describes the purpose of the interview:

A Book and prepare venue for the interview.

B Inform all shortlisted candidates about date and place of the interview.

C Evaluate the skills and personal characteristics of the applicant.

D Allocate same amount of time to interview each candidate on the programme.

1.1.5 It is measured against specific criteria such as physical appearance, reliability, after-sales services. This refers to the description of …

A quality circles

B quality

C quality management

D quality assurance

(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 number (1.2.1 to 1.2.5) in the ANSWER BOOK.

placement procedure; secondary sector; National Credit Regulator; learnership; quality control; internship; tertiary sector; recruitment procedure; quality assurance; National Consumer Commission

1.2.1 The purpose of Consumer Protection Act is to establish the...

1.2.2 The agreement between training provider and the trainee is referring to the meaning of...

1.2.3 Eskom operates in…as it specialises in energy generation.

1.2.4 The management of Nogudu Traders followed the correct…when they placed advertisement in appropriate media to ensure best candidates apply.

1.2.5 The process that includes setting targets/measuring performance and taking corrective measures is known as…

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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 (1.2.1 to 1.2.5) in the ANSWER BOOK, e.g.1.2.6 K.

COLUMN A		COLUMN B	
1.3.1	Skills Development Act	A	an industrial analysis tool used to scan internal and external business environments
1.3.2	Human Resources Development Strategy	B	workers are not remunerated for the number of hours worked, regardless of how long it takes them to make the items.
1.3.3	SWOT analysis	C	provides systematic implementation of strategies on a national, sector and workplace basis
1.3.4	Piecemeal	D	increases employee participation in lifelong learning
1.3.5	Production function	E	clarifies the transfer of employment contract between employer and employees
		F	business should have good after-sales services
		G	workers are paid according to the amount of time they spend at work
		H	an industrial tool used to scan macro environment
		I	provides for participation of government /organized labour/business
		J	differentiating products in order to attract more customers

(5 × 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions from 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 Porter's Five Forces. (2)

2.2 Outline ways in which businesses can comply with Consumer Protection Act (CPA) (No 68 of 2008). (4)

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

ROOIVELD FARM (RF)

Rooiveld Farm sells vegetables and fruits to local community. RF ensures that transformation is implemented at all levels. The business also donated five classroom to a local school.

2.3.1 Identify TWO BBBEE pillars implemented by Rooiveld Farm. (4)

2.3.2 Explain the differences between BEE and BBBEE (4)

2.4 Discuss overtime as one of the provisions of Basic Conditions of Employment Act (BCEA) (No 75 of 1997). (6)

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

NONKOSI FACTORY (NF)

Nonkosi Factory manufactures paper bags and other related products. NF took over Smith Forestry their main supplier of raw material. They want to have an influence over the price and quality of raw material.

2.5.1 Identify the type of integration strategy implemented by NF. Motivate your answer by quoting from the scenario above. (3)

2.5.2 Describe ONE other type of integration strategies. (3)

2.6 Discuss the strategic management process. (6)

2.7 Recommend the strategies businesses can implement to deal with challenges posed by the following macro environment factors.

2.7.1 Technological factors. (4)

2.7.2 Environmental factors. (4)

[40]

QUESTION 3: BUSINESS OPERATIONS

3.1 List any TWO aspects to be included in the employment contract (2)

3.2 Outline placement procedure as a human resource activity. (4)

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

DIKSON AGENCY (DA)
Dickson Agency has a vacancy for the supervisor. Sally, the current employee was recommended for the vacancy. The vacancy requires Sally to have good communication and problem solving skills. The key performance area includes monitoring staff and resolving customer complaints.

3.3.1 Identify TWO components of job analysis applicable to the above scenario. Motivate your answer by quoting from the scenario above (6)

Use the table below as a GUIDE to answer QUESTION 3.3.1

COMPONENTS OF JOB ANALYSIS	MOTIVATIONS
1.	
2.	

3.3.2 Explain the impact of the type of recruitment applicable in the above scenario. (4)

3.4 Advise businesses on the importance of training/skills development in HR (4)

3.5 Elaborate on the meaning of *quality management.* (4)

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

COMFORT FOOTWEAR (CF)
Comfort Footwear is in financial difficulties. Sindy, the operations manager has noted that it is taking business time to detect problems. Uncontrolled quality systems have resulted in deviations from present quality standards. This has led to decline in sales because of returns by customers.

3.6.1 Quote TWO impact of TQM if poorly implemented by CF highlighted in the scenario above. (2)

3.6.2 Explain other impact of TQM if poorly implemented by businesses. (4)

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3.7 Discuss the impact of total client satisfaction as a TQM element on large business. (6)

3.8 Suggest ways in which TQM can reduce cost of quality. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS ENVIRONMENTS

4.1 List THREE types of defensive strategies. (3)

4.2 Outline the advantages of intensive strategies to businesses. (6)

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

DAN COMMUNICATIONS (DC)

Dan Communications offer postal services nationally. Employees at DC embarked on a legal strike demanding salary increase. Employees who participated in a protected strike were not paid for services not done during strike. The dispute was unresolved and referred to the CCMA.

4.3.1 Quote TWO employees right according to Labour Relations Act from the scenario above. (2)

4.3.2 Discuss the impact the Labour Relations (LRA) (No 66 of 1995) on businesses. (4)

4.4 Advise businesses on the role of SETAs in supporting the Skills Development Act (SDA) (No 97 of 1998) (4)

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BUSINESS OPERATIONS

4.5 List any THREE examples of fringe benefits. (3)

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

TOZINI CARS (TC)

Tozini Cars appointed new sales manager. HR manager prepared an induction programme which included aspects such as the tour of premises and overview of the business. The induction programme aims to communicate business policies regarding employment contract. HR manager also wanted to give new employees a tour about office layout. UIF was also discussed as an employee benefit required by law.

4.6.1 Quote TWO purpose of induction from the scenario above scenario (2)

4.6.2 Explain the UIF as a benefit required by law. (6)

4.7 Discuss the benefits of good quality management systems to businesses. (6)

4.8 Suggest quality indicators of general management function. (4)
[40]

TOTAL SECTION B: 80

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SECTION C

Answer 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) (No 34 of 2005) was introduced to cater and protect the rights of consumers in the credit market. The National Credit Act has both positive and negative impact on businesses. Credit providers should comply with the Act to avoid high penalties.

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

- Outline the consumer rights as stipulated in the National Credit Act.
- Explain the impact of National Credit Act on businesses.
- Discuss ways in which businesses can comply with National Credit Act
- Advise businesses on penalties for non-compliance with National Credit Act.

[40]

QUESTION 6: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

Businesses should follow proper selection procedure in order to choose best candidates to fill in vacancies. Interviewees play important role during the interview. Proper induction should be conducted to familiarize new employees with new work environment. Businesses should take note of implications of Employment Equity Act on human resource.

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

- Outline the selection procedure as one of the human resource activity.
- Explain the role of interviewee during the interview.
- Discuss benefits of induction to businesses.
- Advise businesses on the implications of Employment Equity Act on human resources function.

TOTAL: 40

GRAND TOTAL: 150

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