KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES

PROVINCIAL STANDARDISED ASSESSMENT

MARCH 2026

MARKS: 100

TIME: 1.5 hours

This question paper consists of 7 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.

   SECTION A: COMPULSORY

   SECTION B: Consists of THREE questions. Answer any **TWO** of the three questions in the section.

   SECTION C: Consists of TWO questions. Answer any **ONE** of the two questions in this section.

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

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

3. 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.

4. Except for where other instructions are given, answers must be full sentences.

5. Use the mark allocation and nature of each question to determine the length and the breath 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: Objective-type questions COMPULSORY	**1**	**20**	**20**
B: THREE direct/indirect-type questions CHOICE: Answer ANY TWO	**2**	**20**	**20**
	3	**20**	**20**
	4	**20**	**20**
C: TWO essay-type questions CHOICE: Answer ANY ONE	**5**	**40**	**30**
	6	**40**	**30**
TOTAL		**100**	**90**

7. Begin the answer to EACH question on a NEW page, e.g. QUESTION 1- new page.

8. You may use an unprogrammable 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 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 Employees are protected by the ...against workplace illnesses and accidents That may occur while performing their duties.

A Skills Development Act (SDA) No. 97 of 1998)
B Compensation for Occupational Injuries and Diseases Act (COIDA), 1996 (Act 61 of 1997)
C National Credit Act (NCA) (No. 34 of 2005)
D Consumer Protection Act (CPA) (No. 68 of 2008)

1.1.2 One of the benefits of induction is:

A Make employees feel welcome by introducing them their physical work
B Familiarise new employees with the organisational structure
C Improves skills through in-service training
D Minimise the need for on-going training and development

1.1.3 Cash and Carry Wholesalers inflate prices of their goods in villages. This is an example of...as type of unprofessional business practice.

A abuse of work time
B sexual harassment
C pricing of goods in rural areas
D tax evasion

1.1.4 The ability of generating possibilities and looking for many answers, refers to...

A creative thinking
B decision making
C problem-solving
D routine thinking

1.1.5 According to Labour Relations Act, employers have the right to...

A establish workplace forum where a business has 100 or more to resolve work related issues Stanmorephysics.com
B refer unresolved workplace disputes to CCMA
C to join trade union of their choice
D form bargaining councils for collective bargaining purposes

(5 x 2) (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, e.g. 1.2.6 D

job description; placement; brainstorming; BBBEE; responsibility; BEE; job specification; nominal group; accountability; induction

1.2.1 The limitation of ... is that it benefits only a few previously disadvantaged people in the economy.

1.2.2 The job analysis of Salah Limited includes ... which is the minimum acceptable personal qualities/ skills/ needed for the job.

1.2.3 Pedro Technologies is responsible for its decisions/actions. This is an application of ...as King Code principle for good corporate governance.

1.2.4 The business applied the ... problem-solving technique to discuss a plan of action on how to implement the best ideas.

1.2.5 An/a ... is a human resource activity where selected candidates are placed Where they will function optimally and add value to the business.

(5 x 2) (10)

TOTAL SECTION A: 20

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SECTION B

Answer ANY TWO questions from this section.
Clearly indicate the QUESTION NUMBER of each question that you choose.

QUESTION 2: BUSINESS ENVIRONMENTS

2.1 Name any FOUR pillars of Broad-Based Black Economic Empowerment Act (BBBEE) 2003 (Act 53 of 2003) (4)

2.2 Explain how SETA's are funded. (4)

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

SHECHINA GROUP (SG)

Shechina Group offers VIP protection services nationally. SG is in line with the act that advances economic development/labour peace to ensure the workplace maintains the basic rights of employees.

2.3.1 Identify the Act that is applicable to SG. (2)

2.3.2 Discuss actions regarded as non-compliance by the Act identified in QUESTION 2.3.1 Stanmorephysics.com (6)

2.4 Advise businesses on ways in which businesses can comply with the COIDA (4)
[20]

QUESTION 3: BUSINESS OPERATIONS

3.1 List any TWO aspects to be included in an induction programme. (2)

3.2 Explain the recruitment procedure. (6)

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

EGOS MANUFACTURERS (EM)

Egos Manufacturers produces different types of fruit jams. EM is looking for a person to fill in the vacancy for a public relations officer. The business used services of professional associations and training institutions to advertise the vacancy .

3.3.1 Identify the type of recruitment applicable to EG. (2)

3.3.2 Discuss the impact of the type of recruitment identified QUESTION 3.3.1 on EG. (6)

3.4 Advise human resources managers on the role of interviewer before an interview. (4)
[20]

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QUESTION 4: MISCELLANEOUS TOPCS

BUSINESS ROLES

4.1 Give any TWO practical examples of ethical business practice. (2)

4.2 Outline ways in which professional, responsible, ethical and effective business practice should be conducted. (4)

4.3 Discuss the following problem-solving steps:

4.3.1 Define the problem. (2)

4.3.2 Evaluate the implemented solution/action plan. (2)

BUSINESS OPERATIONS

4.4 State any TWO sources of internal recruitment. (2)

4.5 Explain the difference between piecemeal and time related as salary determination methods. (4)

4.6 Advise businesses on the impact of fringe benefits on business (4)
[20]

TOTAL SECTION B: [40]

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SECTION C

Answer any **ONE** question from this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question.

QUESTION 5: BUSINESS ENVIRONMENTS (LEGISLATION)

The Consumer Protection Act (CPA), 2008 (Act 68 of 2008) was introduced to safeguard consumers from unfair conduct and foster responsible consumer behaviour. The Act impacts businesses and consumers alike. It also grants consumers their rights in the market place. Businesses should always comply with the act to avoid penalties.

Write an essay on Consumer Protection Act in which you include the following aspects: Stanmorephysics.com

- Outline the purpose of Consumer Protection Act (CPA).
- Explain the impact of Consumer Protection Act on businesses.
- Describe any THREE consumer rights as stipulated in CPA.
- Advise businesses on ways to comply with the CPA.

[40]

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM SOLVING)

Businesses should be able to differentiate between problem solving and decision making. Workers must be made aware of the advantages of creative thinking in the workplace. Proper analysis on the impact of problem- solving techniques such as Delphi technique and Force-Field analysis should be done. Ways in which businesses can create an environment that promote creative thinking in the workplace need to be emphasised by management of the business.

Write an essay on creative thinking and problem-solving in which you include the following aspects: Stanmorephysics.com

- Outline the differences between problem solving and decision making.
- Explain the advantages of creative thinking in the workplace.
- Discuss the impact of the following problem-solving techniques:
    - Delphi technique
    - Force-Field analysis
- Advise businesses on ways to promotes an environment that stimulates creative thinking in the workplace.

[40]

TOTAL SECTION C: (40)

GRAND TOTAL: 100

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