



education

Department:
Education
PROVINCE OF KWAZULU-NATAL

BUSINESS STUDIES
TERM ONE
HUMAN RESOURCES TEST 1
GRADE 12
06 FEBRUARY 2026

Marks: 100

Time: 60 minutes

INSTRUCTIONS AND INFORMATION

1. This question paper consists of TWO sections.

SECTION A: COMPULSORY

SECTION B: Consists of TWO questions. Answer BOTH question.

SECTION C Consists of TWO Answer Only ONE Question

2. 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.
3. Except where other instructions are given, answers must be in full sentences.
4. Write neatly and legibly.

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 number (1.1.1–1.1.10) in the ANSWER BOOK, for example 1.1.11 B.

1.1.1 The process of matching a new employee's skills and abilities with the requirements of a job:

- A Selection
- B Job analysis
- C Placement
- D Recruitment

1.1.2 The ... outlines the minimum requirements that a human resources manager must consider when a salary package is offered to a new employee.

- A Skills Development Act
- B Labour Relations Act
- C Employment Equity Act
- D Basic Conditions of Employment Act

1.1.3 Gerald lost his job at Green Industries, therefore he is entitled to claim from the ... Fund.

- A Road Accident
- B Compensation
- C Unemployment Insurance
- D Medical Aid

1.1.4 The process of choosing the five most suitable candidates for the job is known as ...

- A shortlisting.
- B recruitment.
- C reference checking.
- D interview.

1.1.5 Joseph has just been appointed as the maintenance supervisor at Blue Beach Hotel. He will receive the policies and procedures which will be included in the... programme.

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

1.1.6 The purpose of an interview is to ...

- A evaluate the skills and personal characteristics of the applicant.
- B avoid asking discriminatory types of questions.
- C prepare the venue for the interview.
- D invite possible candidates to apply for the vacancy.

1.1.7 The filling of vacancies in a business with existing employees is known as ...

- A advertising.
- B internal recruitment.
- C external recruitment.
- D job specification.

1.1.8 A human resources activity where the competency of the employee is matched with his/her position:

- A Interview
- B Induction
- C Placement
- D Screening



1.1.9 The process of matching a new employee's skills and abilities with the requirements of a job:

- A Selection
- B Job analysis
- C Placement
- D Recruitment

1.1.10 The role of the interviewer is to ...

- A know the job specification and job description.
- B explain how he/she has dealt with past mistakes.
- C know his/her strengths and weaknesses and be prepared to discuss it.
- D ask the same candidates different questions.

(10x2) 20

TOTAL SECTION A: [20]

SECTION B (Answer BOTH questions)

QUESTION 2; BUSINESS OPERATION (HUMAN RESOURCE)

- 2.1 Name any TWO sources of external recruitment. (2)
- 2.2 Outline the placement procedure as a human resources activity. (4)
- 2.3 Read the scenario below and answer the questions that follow.

KHULA CHICKEN FARM (KCF)

Khula Chicken Farm is looking for an experienced supervisor to fill a vacant position. They conducted preliminary interviews as there were many applicants. KCF gave a written offer for the job to the successful candidate.

- 2.3.1 Quote TWO steps of the selection procedure from the scenario above. (2)
- 2.3.2 Explain other steps in the selection procedure. (6)
- 2.4 Discuss the impact of fringe benefits on businesses. (6)
- [20]**

QUESTION 3 BUSINESS OPERATIONS (HUMAN RESOURCE)

- 3.1 Outline any TWO examples of fringe benefits. (2)
- 3.2 Read the scenario below and answer the questions that follow.

FOURIE LOGISTICS (FL)

Fourie Logistics developed an induction programme that will be used to orientate new employees. The management of FL took their employees on a tour of the premises. They also highlighted all the necessary safety regulations and rules.

- 3.2.1 Quote TWO aspects of the induction programme from the scenario above. (2)
- 3.2.2 Discuss the benefits of induction for businesses. (6)
- 3.3 Explain other reasons for the termination of an employment contract. (6)
- 3.4 Analyse the role of the interviewer during the interview. (4)

[20]

TOTAL SECTION B [40]

SECTION C

Answer any 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 4 on a NEW page.

QUESTION 4: BUSINESS ENVIRONMENTS (LEGISLATION)

The National Credit Act (NCA), 2005 (Act 34 of 2005) provides a framework to regulate

the credit market. It protects the rights of consumers and provides guidelines on how businesses should comply with this Act. Businesses may face penalties for not complying with the National Credit Act.

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

- Outline the rights of consumers in terms of the National Credit Act.
- Discuss the impact of the NCA on businesses.
- Explain ways in which businesses could comply with the NCA.
- Advise businesses on the penalties they may face for non-compliance to the Act.

[40]

QUESTION 5: BUSINESS OPERATIONS (HUMAN RESOURCES FUNCTION)

The human resources manager is responsible for compiling the job description and job specification. Suitable candidates can be recruited internally using various recruitment sources. The interviewees should be familiar with their role during the interview. Businesses must ensure that the employment contract complies with the legal requirements of employment.

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

- Outline the differences between *job description* and *job specification*.
- Discuss the impact of internal recruitment on a business.
- Explain the role of the interviewee during the interview.
- Advise businesses on the legal requirements of the employment contract.

[40]

TOTAL SECTION C: 40

GRAND TOTAL MARKS: 100