

EXAMINATION	NATIONAL SENIOR CERTIFICATE
GRADE	12
DATE	MAY/JUNE 2025
SUBJECT	BUSINESS STUDIES
PAPER	2
MARK TOTAL	150
DURATION (HOURS)	2
NUMBER OF PAGES	10



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INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions:

- This question paper consists of **THREE** sections and covers the following **TWO** topics: **BUSINESS VENTURES** and **BUSINESS ROLES**.

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.

- Read the instructions for each question carefully and take note of the requirements.
- Number the answers correctly according to the numbering system used in this question paper.
- All answers must be in full sentences except where other instructions are given.
- Use the mark allocation and nature of the question to determine the length and depth of an answer.
- 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	Essay-type questions CHOICE: Answer any ONE	5–6	40	30
TOTAL			150	120

- Non-programmable calculators may be used.
- 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 write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g. 1.1.11 B.

- 1.1.1 Joe, the presenter, handled the feedback session professionally when he ...
- A addressed the person and not the question.
 - B ignored a comment from the audience.
 - C responded politely to a question.
 - D responded to a question without listening.
- 1.1.2 Kings Haven Insurers applied the principle of ... when they compensated Joss Traders for losses incurred due to a burglary.
- A utmost good faith
 - B insurable interest
 - C security
 - D subrogation
- 1.1.3 Clothes in Need Ltd has identified ... as one of their corporate social investment (CSI) focus areas.
- A employment equity
 - B health and safety
 - C business ethics
 - D rural development
- 1.1.4 A grievance procedure requires an aggrieved employee to first report the matter to his/her ...
- A shop invigilator.
 - B trade union.
 - C co-worker.
 - D supervisor.



- 1.1.5 This form of investment requires a minimum amount of R1 000 to be invested and may not exceed R5 million:
- A Fixed deposits
 - B Shares
 - C RSA Retail Savings Bonds
 - D Unit trusts
- 1.1.6 The ability of an individual to influence and guide his/her followers within an organisation, is known as ...
- A creativity.
 - B leadership.
 - C management.
 - D routine thinking.
- 1.1.7 A strategy to embrace a wide variety of people who might have been marginalised or excluded from the workplace:
- A Human rights
 - B Inclusivity
 - C Affirmative action
 - D BBBEE
- 1.1.8 This form of ownership does not require legal provisions regarding its name.
- A Sole trader
 - B Closed corporation
 - C Personal liability company
 - D Private company
- 1.1.9 An example of a type of unethical business practice is when a business ...
- A refrains from activities such as price-fixing and collusion.
 - B dumps chemical waste that it cannot afford to dispose of properly.
 - C recall their products from the market due to a potential danger.
 - D is transparent in their financial reporting to relevant stakeholders.



1.1.10 Businesses use the ... when they appoint a team of experts to help them solve complex business issues.

- A Delphi-technique
- B brainstorming
- C nominal-group technique
- D forced combination technique

(10x2)(20)

1.2 Complete the following statements by using the word(s) listed below. Write only the word(s) next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

fringe; privacy; decision-making; misleading; graphs; unfair; tables; compulsory; problem-solving; information

1.2.1 Rashid uses ... to display sales figures in columns for his presentation to management.

1.2.2 The unemployment insurance fund is also regarded as a ... benefit.

1.2.3 Roxy Incorporated respects the employees' right to ... by not providing their personal information to other businesses.

1.2.4 An example of ... advertising is demonstrated when an advertisement excludes some sections of the population.

1.2.5 The ... process is when various alternatives are considered before choosing the best solution.

(5x1)(5)

1.3 Choose the description from Column B that matches the 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	Corporate social investment	A	Followers have maximum freedom and can work independently because the leader trusts them.
1.3.2	Charismatic leadership style	B	Enables businesses to make loans from investors.
1.3.3	Nominal group technique	C	Aims at uplifting the standard of living in communities.
1.3.4	Debentures	D	Guide businesses on how to identify difficult employees to eliminate distractions.
1.3.5	Team dynamic theories	E	Team members silently generate ideas on their own before sharing them with other group members.
		F	Aims at changing the business' ethical practices.
		G	Guide businesses on how to allocate tasks according to the roles of team members.
		H	Followers are hardworking and motivated because the leader is energetic and persuasive.
		I	Enables businesses to contribute to an informal savings scheme.
		J	Team members are encouraged to come up with new and innovative solutions.

(5x1)(5)

TOTAL SECTION A: [30]

SECTION B

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

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any **THREE** leadership styles. (3)
- 2.2 Identify the type of preference share offered by Construction Ltd to shareholders in EACH statement below.
- 2.2.1 Past dividends which were not paid out due to low profits will not be compensated.
- 2.2.2 Shareholders are entitled to share in any surplus profit of the company. (4)
- 2.3 Read the scenario below and answer the questions that follow.

YAZEE TRADERS (YT)

Yazee Traders insured their business vehicle with Prize Insurers for R600 000 while the actual value is R800 000. The vehicle was involved in an accident, resulting in damage to the amount of R60 000. Prize Insurers will only pay YT for damages in proportion to the insured value.

- 2.3.1 Name the insurance clause that is applicable to YT in the scenario above. Motivate your answer by quoting from the scenario above. (3)
- 2.3.2 Calculate the amount that YT will receive from the insurer as compensation for damages incurred. Show ALL calculations. (4)
- 2.4 Explain the advantages of insurance for businesses. (6)
- 2.5 Read the scenario below and answer the questions that follow.

MAXWELL CATERING (MC)

Maxwell Catering sell catering equipment across the globe and their employees were forced to work from home after Covid-19. MC's annual convention was held via webcam to reduce the costs of meeting face-to-face.

- 2.5.1 Identify the visual aid used by MC in the scenario above. (2)
- 2.5.2 Discuss the impact of the visual aid identified in QUESTION 2.5.1. (6)
- 2.6 Discuss the role of personal attitude in successful leadership. (6)
- 2.7 Recommend aspects that must be considered when preparing for a successful presentation. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name any THREE social rights of employees in the workplace. (3)
- 3.2 Outline the meaning of *communication* as one of the criteria for successful team performance. (4)
- 3.3 Read the scenario below and answer the questions that follow.

LINDSEY DESIGNERS (LD)

The management of Lindsey Designers wants to change the logo of their business. They asked the employees to evaluate the advantages and disadvantages of the proposed change. Employees were encouraged to apply creative thinking skills when discussing the change.

- 3.3.1 Identify the problem-solving technique applied by LD. Motivate your answer by quoting from the scenario above. (3)
- 3.3.2 Explain the advantages of creative thinking in the workplace. (6)
- 3.4 Discuss ways in which businesses could contribute time and effort to improve the wellbeing of their employees. (6)
- 3.5 Explain how businesses can deal with the abuse of work time as an unprofessional business practice. (6)
- 3.6 Read the scenario below and answer the question that follows.

LIZANDA PRINTERS (LP)

Lizanda Printers does not prioritise their financial gains at the expense of the community they serve. They prefer to work in communities that are not economically active. LP also supports eco-friendly processes when printing on various materials.

Identify TWO triple bottom-line elements applicable to LP. Motivate your answer by quoting from the scenario above.

Use the table below as a guide to answer QUESTION 3.6.

TRIPLE BOTTOM-LINE ELEMENTS	MOTIVATIONS
1.	
2.	

- 3.7 Advise businesses on how they could deal with poverty as a socio-economic issue. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 State any THREE examples of non-insurable risks. (3)
- 4.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (4)
- 4.3 Read the scenario below and answer the questions that follow.

WAYNE MANUFACTURERS (WM)

Samuel is a newly appointed manager at Wayne Manufacturers. He requested his employees to give input on how they could reduce WM's production costs. Samuel also easily adapts his style of management in response to any changing situation.

- 4.3.1 Identify the leadership style used by Samuel. Motivate your answer by quoting from the scenario above. (3)
- 4.3.2 Discuss TWO situations in which the leadership style identified in QUESTION 4.3.1 can be applied in the workplace. (4)
- 4.4 Evaluate the impact of handouts as a visual aid. (6)

BUSINESS ROLES

- 4.5 Name THREE King Code principles for good corporate governance. (3)
- 4.6 Read the scenario below and answer the questions that follow.

TROPHY ENTERPRISE (TE)

Crystal, the team leader at Trophy Enterprise is determined to decrease the negativity levels amongst her sales team. The team members constantly criticise each other's ideas, which delays their progress.

- 4.6.1 Identify the stage of team development that the sales team is experiencing. Motivate your answer by quoting from the scenario above. (3)
- 4.6.2 Suggest ways on how businesses could handle conflict in the workplace. (4)
- 4.7 Differentiate between *professional behaviour* and *ethical behaviour*. (4)
- 4.8 Recommend ways in which businesses could protect the environment and human health in the workplace. (6)

[40]**TOTAL SECTION B: [80]**

SECTION C

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

QUESTION 5: BUSINESS VENTURES (INVESTMENTS SECURITIES, PRESENTATION AND DATA RESPONSE)

Investors have a range of investment opportunities to choose from, e.g. ordinary and preference shares. They need to consider the different factors when making investment decisions. Presentations help the business to communicate its ideas and therefore presenters should carefully consider the factors and feedback that might impact their presentation.

Write an essay on investment securities, presentation and data response in which you address the following aspects:

- Outline the differences between ordinary and preference shares.
- Discuss the following factors that must be considered when making an investment decision:
 - Risk
 - Taxation
- Explain the factors that a presenter should consider during a presentation.
- Recommend ways in which a presenter can improve his/her next presentation. (40)

QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES)

Businesses are required to respect the economic rights and safety of their employees in the workplace. The health and safety representatives play an important role in protecting the workplace environment. Adherence to human rights enables businesses to deal with diversity in the workplace.

Write an essay on human rights, inclusivity and environmental issues in which you address the following aspects:

- Outline the economic rights of employees in the workplace.
- Discuss the roles of the health and safety representatives in protecting the workplace environment.
- Explain how businesses could deal with the following diversity issues in the workplace:
 - Gender
 - Disability
- Advise businesses on the benefits of diversity in the workplace. (40)

TOTAL SECTION C: [40]

GRAND TOTAL: [150]