

EXAMINATION		NATIONAL SENIOR CERTIFICATE
GRADE		12
DATE		MAY/JUNE 2026
SUBJECT		BUSINESS STUDIES
PAPER		2
MARK TOTAL		150
DURATION (HOURS)		2
NUMBER OF PAGES		11



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE

SUID-AFRIKAANSE KOMPREENSIEWE ASSESSERINGSINSTITUUT



INSTRUCTIONS

Read the following instructions carefully before answering the questions:

1. 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.

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 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	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 answer and write only the letter (A–D) next to the number of the question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g., 1.1.6 B.

1.1.1 Employees working under a/an ... leader know what is expected of them as clear roles and responsibilities are defined.

- A laissez-faire
- B democratic
- C transactional
- D charismatic

1.1.2 The ... factor describes the ease and speed with which investors can convert an investment into cash.

- A risk
- B investment period
- C inflation rate
- D liquidity

1.1.3 During brainstorming sessions, employees randomly write their ideas and solutions on a/an ...

- A PowerPoint.
- B flip chart.
- C whiteboard.
- D interactive whiteboard.

1.1.4 Big Sky Country engages in ... as a CSI focus area by supporting food gardens in farming areas to address hunger and malnutrition.

- A rural development
- B urban development
- C business ethics
- D employee wellness



1.1.5 Downstream Wholesalers promotes employees' ... rights when serving different traditional food items during their staff functions.

- A human
- B privacy
- C cultural
- D economic

(5x2)(10)

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.

average; unethical; laissez-faire; excess; state-owned;
charismatic; public; Delphi-; unprofessional; Nominal-group

1.2.1 Followers are motivated to perform well during the leadership style because of the leader's personality, energy and passion.

1.2.2 DCE Manufacturers invited a panel of experts to assist them in doing research on some of their customers' complaints. This refers to the ... technique.

1.2.3 The ... clause states that the insured is responsible for a fixed amount that should be paid when submitting a claim.

1.2.4 A ... company, as a form of ownership, supports private businesses by providing communication and/or electricity infrastructure.

1.2.5 The use of unauthorised business resources by managers to enjoy a family vacation, can be classified as an ... business practice.

(5x2)(10)



- 1.3 Choose the description from Column B that matches the term in Column A. Write only the letter (A–J) next to the number of the question (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	Aim to provide a service and not to make a profit.
1.3.2	Non-profit company	B	Reveals a strong developmental focus by allocating company resources to improve and uplift communities.
1.3.3	Performing stage	C	Focus is on the completion of the task and ending the project.
1.3.4	Force-field analysis	D	A visual aid that is easy to update with recent information or developments.
1.3.5	Hand-outs	E	Reveals a business's approach to and relationship with the community in which it operates.
		F	Helps businesses to identify and analyse the power that influences a situation positively or negatively.
		G	Aim to raise capital by issuing shares to its shareholders.
		H	Helps to combine ideas and improve on chosen ideas after they have been written down.
		I	Focus is to appreciate differences among members and to enhance team performance.
		J	A visual aid that uses slides to enhance the facts or summarise information.

(5x2)(10)

TOTAL SECTION A: [30]



SECTION B

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

QUESTION 2: BUSINESS VENTURES

- 2.1 State any FOUR factors that should be considered when making an investment decision. (4)
- 2.2 Identify the type of Unemployment Insurance Fund (UIF) benefits that the employees at Cloud Storage may receive in EACH statement below:
- 2.2.1 Sarah, the administrative clerk, will receive payment for four months after the birth of her baby before she returns to work.
- 2.2.2 Lucas received this benefit when he took custody of an 18-month-old orphan from the children's home. (4)
- 2.3 Differentiate between *compulsory insurance* and *non-compulsory insurance*. (8)
- 2.4 Read the scenario below and answer the questions that follow.

CONTINENTAL DESIGNS (CD)

James, the general manager at Continental Designs enjoys taking all decisions on his own without consulting employees. He is not always aware of the influence that his actions may have on the employees.

- 2.4.1 Identify the leadership style applied by the management of CD in the scenario above. (2)
- 2.4.2 Discuss the impact of the leadership style identified in QUESTION 2.4.1 on businesses. (6)
- 2.5 Explain the meaning of debentures as a type of investment opportunity. (4)



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

EZEE ENTERPRISES (EE)

Marinda, a sales manager at Ezee Enterprises, presented the sales figures of the business to various stakeholders. She maintained eye contact with her audience throughout the presentation. Marinda also managed her time effectively in order to allow for questions. She needs to improve in her next presentation.

2.6.1 Quote TWO factors from the scenario above that Marinda considered during her presentation. (2)

2.6.2 Explain the areas of improvement that Marinda should consider for her next presentation. (4)

2.7 Advise businesses on how management can contribute to the success and/or failure of a public company. (6)

[40]

**QUESTION 3: BUSINESS ROLES**

- 3.1 Name any FOUR economic rights of employees in the workplace. (4)
- 3.2 Identify the problem-solving technique applied by James Plumbers in EACH of the statements below.
- 3.2.1 James Plumbers requested their employees to make suggestions randomly aloud in a large group.
- 3.2.2 Employees at James Plumbers used different colours and shapes to sort their ideas logically. (4)
- 3.3 Outline the advantages of creative thinking in the workplace. (4)
- 3.4 Read the scenario below and answer the questions that follow.

PROJECT EVENTS (PE)

Project Events is a high-performing team that works on various business projects. Team members show respect for the knowledge and skills of other members. All team members also take part in decision-making.

- 3.4.1 Identify TWO criteria for successful team performance in the scenario above. (4)
- 3.4.2 Explain storming as a stage of team development. (6)
- 3.5 Discuss the relationship between any TWO triple bottom line factors and social responsibility. (6)
- 3.6 Explain how businesses could deal with disability as a diversity issue in the workplace. (4)
- 3.7 Suggest ways in which businesses could deal with pricing of goods in rural areas as a type of unethical business practice. (6)

[40]



QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Name any FOUR examples of insurable risks. (4)

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

SIYABANE TRADERS (ST)

Siyabane Traders bought stock worth R800 000, but they insured it for R600 000. ST lost stock to the value of R90 000 due to damage caused by heavy storms.

4.2.1 Identify the insurance clause that is applicable to the scenario above. (2)

4.2.2 Calculate the amount that ST will receive as compensation from the insurer.
Show ALL calculations. (4)

4.3 Explain the advantages of Government/RSA Retail Savings Bonds as a form of investment. (6)

4.4 Advise businesses on the impact of the democratic leadership style on businesses. (4)



BUSINESS ROLES

4.5 List TWO human rights for employees in the workplace. (2)

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

CONCRETE SURFACES (CS)

Concrete Surfaces specialises in fixing various surfaces in the construction industry. The directors and employees know the employment policies of the company. CS appointed Nobuhle Auditors to audit their financial statements. The management conducts their business in a professional, responsible, ethical and effective manner.

Identify the TWO King Code principles for good corporate governance applied by CS. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.6.

KING CODE PRINCIPLES	MOTIVATION
1.	
2.	

(6)

4.7 Describe the meaning of diversity in the workplace. (4)

4.8 Explain how a business can create an environment that promotes creative thinking in the workplace. (4)

4.9 Suggest ways in which businesses could deal with sexual harassment as a type of unprofessional business practice. (4)

[40]

TOTAL SECTION B: [80]



SECTION C

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

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)

Businesses may use verbal or non-verbal presentations accompanied by various visual aids to effectively communicate their messages/information to employees and various stakeholders. The purpose is to ensure that there are no misunderstandings among audiences. Therefore, any presenter should be able to respond to questions in a non-aggressive and professional manner.

Write an essay on presentation and data response in which you include the following aspects:

- Outline the factors that must be considered during a presentation.
- Explain the aspects that must be considered when designing a multimedia presentation.
- Discuss the impact of the following visual aids:
 - Hand-outs
 - PowerPoint
- Recommend ways in which the presenter can handle feedback in a non-aggressive and professional manner.

[40]

QUESTION 6: BUSINESS ROLES (TEAM PERFORMANCE AND CONFLICT MANAGEMENT)

Businesses involved in projects constantly assign different teams with clear roles and responsibilities to achieve a common goal/shared outcome. However, the efficiency and productivity of team performance is sometimes hindered by team members who lodge a formal grievance against management.

Write an essay on team performance and conflict management in which you include the following aspects:

- Outline the characteristics of successful team performance.
- Explain the possible causes of conflict in the workplace.
- Discuss ways in which businesses could handle conflict in the workplace.
- Recommend to businesses the correct procedure to deal with grievances in the workplace.

[40]

TOTAL SECTION C: [40]

GRAND TOTAL: [150]