

EXAMINATION		NATIONAL SENIOR CERTIFICATE	
GRADE		12	
DATE		NOVEMBER 2025	
SUBJECT		BUSINESS STUDIES	
PAPER		2	
MARK TOTAL		150	
DURATION (HOURS)		2	
NUMBER OF PAGES		9	



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE
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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 the following **TWO** topics: **BUSINESS VENTURES** and **BUSINESS ROLES**.

SECTION A: ALL the questions in this section is **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 items. 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 question numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g., 1.1.6 D.

1.1.1 Employees working with a (an) ... leader feel more empowered as they are involved in the decision-making process.

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

1.1.2 This factor refers to the duration and/or time that an investment can be held before it is withdrawn.

- A Risk
- B Investment period
- C Inflation rate
- D Personal budget

1.1.3 Discrimination, unfair treatment and poor working conditions are examples that can cause/create a ... in the workplace.

- A grievance
- B solution
- C conflict
- D strategy

1.1.4 Employees openly criticise, without any fear, the changes management wants to make. This statement refers to ... as a human right in the workplace.

- A freedom of speech and expression
- B freedom of movement
- C rights to participate in a legal strike
- D safe and healthy working conditions

1.1.5 Sandy, the CEO of Shares Inc, makes use of tables to present the financial returns of the year. This is an example of a ... presentation.

- A verbal
- B flip chart
- C hand-outs
- D non-verbal

(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.

Nominal-group; forming; leaders; liquidity; unlimited;
managers; limited; Delphi-; taxation; norming

1.2.1 The behaviour, values and work ethics of followers is often influenced by ...

1.2.2 The ... of an investment is determined by the ease and speed with which investors can convert an investment into cash.

1.2.3 Everyone is given an opportunity to contribute to the discussion to avoid one person dominating the process. This is applicable to the ... technique.

1.2.4 The liability of a sole proprietorship is ... because the personal possessions of the owner may be sold to pay off the debts if declared bankrupt.

1.2.5 Individual team members gather information and impressions about each other and the scope of the task at hand during the ... stage of team development.

(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 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	Fixed property	A	Explains how businesses manage their process to affect their stakeholders in a positive way.
1.3.2	Co-operative society	B	An investment over the long term with a low risk.
1.3.3	Economic right	C	Explains how effective a task force works and operates.
1.3.4	Team dynamic theories	D	Businesses put money into resources for a specific project that will improve the lives of communities.
1.3.5	Corporate Social Investment	E	A group of people with common interests, resources and infrastructures who intend to share costs to achieve a better outcome.
		F	An investment to expand the business in return for shares with a high risk.
		G	Ensures that employees have fair wages and equal pay for equal work.
		H	Businesses put money into treating its workers with respect and dignity by recognising work well done.
		I	Ensures that people from various ethnic origins tolerate each other in the workplace.
		J	A group of people who don't intend to form a business for profit, but for the purpose of public benefit.

(5x2) (10)

TOTAL SECTION A: [30]

SECTION B

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

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any **FOUR** examples of non-insurable risks. (4)
- 2.2 Describe the meaning of compulsory insurance. (4)
- 2.3 Read the scenario below and answer the questions that follow.

MARKETING MASTERS (MM)

Marketing Masters specialises in the designing of marketing campaigns for companies lodging new products. Jeff, the CEO of MM, allows employees to take decisions on their own work as to motivate and direct them towards meeting set targets.

- 2.3.1 Identify the type of leadership style applied by the CEO of MM in the scenario above. Motivate your answer by quoting from the scenario. (3)
- 2.3.2 Explain situations in which the leadership style identified in QUESTION 2.3.1 can be applied in the workplace. (6)
- 2.4 Read the scenario below and answer the questions that follow.

Sylvia wants to invest an amount of R30 000 in a fixed deposit at SAC Bank. The bank offered her 12% interest per annum, calculated on the original amount invested, over a two-year period.

- 2.4.1 Identify the type of interest that SAC Bank offered Sylvia in the scenario above. Motivate your answer by quoting from the scenario. (3)
- 2.4.2 Calculate the interest amount that Sylvia will receive from SAC Bank after two years. Show **ALL** calculations. (4)
- 2.5 Explain how management could contribute to the success and/or failure of a partnership. (4)
- 2.6 Discuss the characteristics of a public company. (6)
- 2.7 Recommend factors that must be considered when designing a multimedia presentation. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name any FOUR examples of unprofessional business practices. (4)
- 3.2 Identify the problem-solving step in EACH of the following statements.
- 3.2.1 T&S Manufacturers realised that there is a decrease in sales revenue which is affecting their profit margin.
- 3.2.2 Miranda, the executive manager, ensured that the most effective solution matched the size and resources of the business. (4)
- 3.3 Differentiate between *corporate social responsibility (CSR)* and *corporate social investment (CSI)*. (8)
- 3.4 Read the scenario below and answer the questions that follow.

RETAIL RECRUITERS (RR)

Retail Recruiters specialises in the recruitment of employees for businesses registered on their database. James the office manager, asked the new employees to share ideas on how to improve RR's systems and processes. They had quite a few differences and obstacles while confronting each other's ideas.

- 3.4.1 Name the stage of team development in which the new employees at RR find themselves in the scenario above. (2)
- 3.4.2 Outline how businesses should handle conflict in the workplace. (6)
- 3.5 Explain the application of the force-field analysis technique by businesses. (6)
- 3.6 Discuss the responsibilities of employers in promoting human health and safety in the workplace. (4)
- 3.7 Suggest ways in which businesses can deal with poverty as a diversity issue in the workplace. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

- 4.1 Name any FOUR types of preference shares. (4)
- 4.2 Identify the form of ownership in EACH of the following statements.
- 4.2.1 The main aim of this company is to provide a service with the intention of using all the profits for its primary objective.
- 4.2.2 Government is the major shareholder in these companies and they take the role of commercial enterprise on behalf of government. (4)
- 4.3 Discuss how a presenter should respond to questions in a professional, non-aggressive manner. (6)
- 4.4 Advise businesses on the role of personal attitude in successful leadership. (6)

BUSINESS ROLES

- 4.5 List FOUR social rights for employees in the workplace. (4)
- 4.6 Outline the positive impact of the Delphi-technique on businesses. (4)
- 4.7 Read the scenario below and answer the questions that follow.

INCORPERATED ACCOUNTANTS (IA)

Jeff is a newly appointed employee at Incorporated Accountants. During the first few days the CEO realised that Jeff is always behind his desk with headphones on and does not mingle with other employees during lunch breaks.

- 4.7.1 Name the type of difficult personality shown by Jeff in the scenario above. (2)
- 4.7.2 Explain ways in which businesses can deal with difficult personalities in the workplace. (6)
- 4.8 Evaluate the negative impact of Corporate Social Investment (CSI) on communities. (4)

[40]

TOTAL SECTION B: [80]

SECTION C

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

QUESTION 5: BUSINESS VENTURES (INSURANCE)

Businesses might underestimate the importance and impact of insurance and assurance. The principles of insurance ensure fair and equitable dealings between the insurer and insured. Some businesses see the registration of employees to the compensation fund as an administrative burden.

Write an essay on investments (insurance) in which you include the following aspects:

- Outline the differences between *insurance* and *assurance*.
- Explain any THREE principles of insurance.
- Discuss the advantages of insurance for businesses.
- Advise businesses on the compensation fund in terms of COIDA as a type of compulsory insurance.

[40]

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Professional behaviour forms part of business practices which informs employee's reactions to certain things. Business owners would agree that unethical business practices have a negative influence on their businesses. Businesses that constantly develop and implement strategies, cope better with the effects of unethical business practices.

Write an essay on ethics and professionalism in which you include the following aspects:

- Outline the differences between *ethical behaviour* and *professional behaviour*.
- Explain THREE unethical business practices that pose a challenge to businesses.
- Discuss how businesses could deal with these unethical business practises.
- Recommend ways in which businesses should conduct professional, responsible, ethical and effective business practice.

[40]

TOTAL SECTION C: [40]

GRAND TOTAL: [150]