



Province of the
EASTERN CAPE
EDUCATION

Iphondo leMpuma Kapa: Isebe leMfundo
Provinsie van die Oos Kaap: Departement van Onderwys
Porafensie Ya Kapa Botjhabela: Lefapha la Thuto

NATIONAL SENIOR CERTIFICATE

GRADE 12

JUNE 2025

BUSINESS STUDIES P2

MARKS: 150

TIME: 2 hours



This question paper consists of 9 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper consists of THREE sections and covers TWO main topics.

SECTION A: COMPULSORY

SECTION B: Consists of THREE questions.

Answer any TWO of the three questions in this 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.

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 where other instructions are given, answers must be written in full sentences.
5. Use the mark allocation and nature of each question to determine the length and depth of an answer.
6. Use the table below as guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	1	30	20
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	2	40	70
	3	40	
	4	40	
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	
TOTAL		150	120

7. Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page.
8. You may use a non-programmable calculator.
9. 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, for example 1.1.6 D.

1.1.1 Workers feel empowered as they are involved in decision-making. This is known as the ... leadership style.

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

1.1.2 Abraham will receive a pre-determined amount for his investment in a ... as a type of investment opportunity when he reaches a certain age.

- A fixed deposit
- B stokvel
- C retirement annuity
- D managed portfolio

1.1.3 The employer and employee each contribute 1% of the employee's basic wages to the ...

- A Compensation Fund.
- B Unemployment Insurance Fund.
- C Road Accident Benefit Schemes.
- D Government Insurance Fund.

1.1.4 Siya Traders submitted false return to SARS. This is known as ... , a type of unethical business practice.

- A tax evasion
- B unauthorised use of funds
- C tax avoidance
- D unfair advertising

1.1.5 The grievance procedure requires an aggrieved employee to first report the matter to the ...

- A management.
- B labour court.
- C trade union.
- D supervisor.

(5 x 2) (10)

- 1.2 Complete the following statements by using the word(s) 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.

Delphi technique; situational; communication; unprofessional; excess; force field analysis; unethical; collaboration; transformational; reinstatement

- 1.2.1 The portion of an insurance claim that Omega Traders must pay when the business lodges a claim, is known as ...
- 1.2.2 Kusile Enterprise implemented the ... leadership theory as the business operates in a dynamic environment characterised by constant change.
- 1.2.3 A business used the ... when they requested a panel of experts to complete a set of questionnaires to solve a complex problem.
- 1.2.4 When team members agree to work towards a common goal, it is known as ... , a criteria for successful team performance.
- 1.2.5 Alpha Enterprise uses client's personal information for personal gain. This is known as an example of ... business practice.

(5 x 2) (10)

- 1.3 Choose a description from COLUMN B that matches a 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, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Liquidity	A refers to an agreement with the insurer to financially compensate for risks such as damage or loss of property
1.3.2 Assurance	B develop regular communication between management and stakeholders
1.3.3 Nominal group technique	C listen to them but do not agree with them
1.3.4 Responsibility	D describing the escalation in the value, making the investment worthless after a period of time
1.3.5 Complainer	E request each employee to silently generate ideas on his/her own before sharing it with the group
	F listen to them but do not acknowledge them
	G develop and implement programmes that aimed to protect communities
	H refers to an agreement with an assurer to be financially compensated for injuries or loss of life
	I request employees to weigh up the driving and restraining forces before implementing change
	J describing the speed at which investors can convert an investment into cash

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. The answer to EACH question must start on a NEW page, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

- 2.1 Give any FOUR examples of insurable risks. (4)
- 2.2 Outline the advantages of insurance for businesses. (6)
- 2.3 Identify the leadership style used by Nomsa to manage her employees in EACH statement below:
- 2.3.1 Nomsa is energetic and an expert in selling the vision to achieve excellent results (2)
- 2.3.2 She motivates and rewards employees for meeting their sales targets (2)
- 2.4 Explain the leaders and followers leadership theory. (6)
- 2.5 Read the scenario below and answer the question that follows.

STONEY LIMITED (ST)

Stoney Limited offers different types of preference shares to shareholders. Some shareholders bought shares that will allow them to get their original investment and unpaid dividends back upon liquidation. Others chose shares that will not allow them to receive past dividends.

Identify TWO types of preference shares offered by ST. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.5.

TYPES OF PREFERENCE SHARES	MOTIVATIONS
1.	
2.	

(6)

- 2.6 Discuss the following principles of insurance:
- 2.6.1 Utmost good faith (4)
- 2.6.2 Insurable interest (4)
- 2.7 Advise businesses on the role of personal attitude in successful leadership. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 State any THREE practical examples of professional behaviour in the workplace. (3)
- 3.2 Outline the benefits of creative thinking in the workplace. (6)
- 3.3 Read the scenario below and answer the questions that follow.

AMANDA PAINTS (AP)

Amanda Paints is experiencing a high demand for their paint and is struggling to increase their production rate. AP requested their employees to make suggestions randomly aloud in a large group to solve their problem.

- 3.3.1 Identify ONE problem-solving technique used by AP in the scenario above. Motivate your answer by quoting from the scenario above. (3)
- 3.3.2 Discuss the impact of the problem-solving technique identified in QUESTION 3.3.1. (6)
- 3.4 Explain the difference between *ethical* and *professional behaviour*. (4)
- 3.5 Read the scenario below and answer the questions that follow.

WESTERN MINING (WM)

Western Mining specialises in processing coal. Jacob and Sipho both work in the purchasing department but are often in conflict with each other. The management arranged a meeting between Jacob and Sipho. They allowed for both employees the opportunity to express their opinions.

- 3.5.1 Quote TWO steps in handling conflict from the scenario above. (2)
- 3.5.2 Discuss other steps in handling conflict in the workplace. (4)
- 3.6 Explain how business can apply *transparency* as a King Code principle for good corporate governance to improve ethical business conduct. (6)
- 3.7 Suggest ways in which businesses can deal with difficult employees in the workplace. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 Name any FOUR types of benefits paid out by the Unemployment Insurance Fund. (4)
- 4.2 Outline the advantages of the autocratic leadership style. (6)
- 4.3 Read the scenario below and answer the questions that follow.

RONNY WAREHOUSING (RW)

Ronny Warehousing insured their business property for R500 000 while the actual value is R800 000. Floods destroyed a part of the property and damages were estimated at R300 000.

- 4.3.1 Name the insurance clause that is applicable to RW in the scenario above. (2)
- 4.3.2 Calculate the amount that RW will receive as compensation from the insurer. Show ALL calculations. (4)
- 4.4 Advise businesses on the difference between *management* and *leadership*. (4)

BUSINESS ROLES

- 4.5 State any FOUR problem-solving steps. (4)
- 4.6 Read the scenario below and answer the questions that follow.

FAST TRANSPORT (FT)

Fast Transport offers a variety of delivery services. FT used false statements on their pamphlets to encourage consumers to make use of their services. The management must find ways to deal with this type of unethical business practice.

- 4.6.1 Identify the type of unethical business practice applicable in the scenario above. (2)
- 4.6.2 Explain ways in which FT can deal with the type of unethical business practice identified in QUESTION 4.6.1. (4)
- 4.7 Discuss ways in which businesses can create an environment that promotes creative thinking in the workplace. (6)
- 4.8 Recommend ways in which professional, responsible, ethical and effective business practice should be conducted by businesses. (4)

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

SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen. The answer to the question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS VENTURES (INVESTMENT: SECURITIES)

Businesses invest in a variety of shares, including preference shares for future growth. They consider various factors when making investment decisions to choose the best option before investing their surplus funds in a fixed deposit. Businesses need to have sound knowledge of the functions of the Johannesburg Securities Exchange (JSE).

Write an essay on investment securities in which you include the following aspects:

- Outline the rights of preference shareholders.
- Explain the following factors that should be considered when making investment decisions:
 - Return on Investment (ROI)
 - Investment term/period
- Discuss the impact of fixed deposits as a form of investment.
- Advise businesses on the functions of the Johannesburg Securities Exchange (JSE).

[40]

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

Management should ensure that certain characteristics are present in their teams for them to be successful. Teamwork may sometimes cause conflict as teams move through the different stages of team development. Management should have a clear distinction between conflict and grievance in the workplace.

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

- Outline the characteristics of successful team performance.
- Explain the causes of conflict in the workplace.
- Discuss the following stages of team development:
 - Norming
 - Performing
- Advise businesses on the differences between *grievance* and *conflict*.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

