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# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**BUSINESS STUDIES P2**

**NOVEMBER 2025**

**MARKS: 150**

**TIME: 2 hours**

**This question paper consists of 9 pages.**

**INSTRUCTIONS AND INFORMATION**

Read the following instructions carefully before answering the questions.

- 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.

- Read the instructions for each question carefully and take note of what is required.

Note that ONLY the answers to the first TWO questions selected in SECTION B and the answer to the FIRST question selected in SECTION C will be marked.

- 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.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each 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)
<b>A: Objective-type questions COMPULSORY</b>	<b>1</b>	<b>30</b>	<b>20</b>
<b>B: THREE direct/indirect-type questions CHOICE: Answer any TWO.</b>	<b>2</b>	<b>40</b>	<b>70</b>
	<b>3</b>	<b>40</b>	
	<b>4</b>	<b>40</b>	
<b>C: TWO essay-type questions CHOICE: Answer any ONE.</b>	<b>5</b>	<b>40</b>	<b>30</b>
	<b>6</b>	<b>40</b>	
<b>TOTAL</b>		<b>150</b>	<b>120</b>

- Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
- You may use a non-programmable calculator.
- 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, e.g. 1.1.6 D.

1.1.1 Adriaan earned ... interest when he invested an amount of R30 000 in a fixed deposit for three years, at 12% simple interest per annum, with Axis Bank.

- A R40 800
- B R44 691
- C R10 800
- D R14 691

1.1.2 The term 'unlimited liability' means that the owner's ...

- A losses are restricted to the amount invested in the business.
- B personal assets are protected against the debts of the business.
- C personal debts need to be replaced by the business.
- D personal assets may be seized to pay the debts of the business.

1.1.3 Jobe Bookkeeping educated their staff on the impact of fraud when dealing with ... as a type of unprofessional business practice.

- A the unauthorised use of workplace funds and resources
- B the abuse of work time
- C unfair advertising
- D sexual harassment

1.1.4 Team members often experience power struggles for the position of team leader during the ... stage of team development.

- A forming
- B storming
- C performing
- D adjourning

1.1.5 Catherine Textiles deals with HIV/Aids as a socio-economic issue by ...

- A offering the best volunteering programmes to identify and attract potential employees.
- B supporting poverty alleviation programmes that are offered by the government.
- C rolling out antiretroviral treatment programmes for all infected employees.
- D creating job opportunities for unemployed community members.

(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.

force-field analysis; non-profit; situational; flip charts; planet; transformational; Delphi technique; posters; state-owned; people
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- 1.2.1 Willem applies different leadership styles based on different circumstances. This is known as the ... leadership theory.
- 1.2.2 A ... company creates job opportunities and offers essential services to the majority of citizens.
- 1.2.3 Qama Electronics strategically places ... in the business as a visual aid to attract customers.
- 1.2.4 Businesses implement the necessary changes after considering the driving and restraining aspects. This refers to ... as a problem-solving technique.
- 1.2.5 Highway Stores focuses on ... as a triple bottom-line element when they support eco-friendly production methods. (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, e.g. 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Sole trader	A	occur when employees lodge complaints with management in the workplace
1.3.2	Cumulative preference shares	B	applies when assets are insured for more than their market value
1.3.3	Average clause	C	focuses on developing a moral compass for decision-making
1.3.4	Professional behaviour	D	has limited continuity as the business ceases to exist upon resignation of the owner
1.3.5	Grievances	E	occur when there are clashes of opinions between two or more parties in the workplace
		F	focuses on upholding the reputation of the business
		G	investors receive higher dividends when the company makes profits
		H	applies when assets are insured for less than their market value
		I	has unlimited continuity as the business can exist beyond the resignation of the owner
		J	investors receive payments for dividends that were not paid out in previous years

(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, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

**QUESTION 2: BUSINESS VENTURES**

- 2.1 Name any TWO factors that should be considered when making investment decisions. (2)
- 2.2 Elaborate on the meaning of excess as an insurance concept. (4)
- 2.3 Explain the functions of the Johannesburg Securities Exchange (JSE). (6)
- 2.4 Read the scenario below and answer the question that follows.

**MABIZELA TECHNOLOGIES (MT)**

The managers of Mabizela Technologies apply different leadership styles in the workplace. Rachel takes all decisions alone, without consulting her staff members. Zaid, however, offers rewards to hardworking employees, which increases productivity.

Identify the leadership styles applicable to MT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.4.

LEADERSHIP STYLES	MOTIVATIONS
1.	
2.	

- 2.5 Describe the role of personal attitude in successful leadership. (4)
- 2.6 Read the scenario below and answer the questions that follow.

**STARLIGHT MARKETING (SM)**

Zintle, the financial manager of Starlight Marketing, considered various aspects when she designed her multimedia presentation. She kept the graphs simple by not mixing different styles. She conducted background checks on some of the audience members. Zintle also used key words to limit the information on each slide.

- 2.6.1 Quote TWO aspects from the scenario above that Zintle considered when she designed her multimedia presentation. (2)
- 2.6.2 Explain other aspects that must be considered when designing a multimedia presentation. (4)
- 2.7 Discuss the impact of government/RSA Retail Savings Bonds as a form of investment. (6)
- 2.8 Advise businesses on how management as a criterion could contribute to the success and/or failure of a public company. (6)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 List any FOUR problem-solving steps. (4)
- 3.2 Outline the benefits of diversity in the workplace. (6)
- 3.3 Read the scenario below and answer the questions that follow.

**JALEEL PHARMACY (JP)**

The board of directors of Jaleel Pharmacy regularly applies the King Code principles in their business operations. JP developed a remedial programme to reduce air pollution levels and to protect the environment.

- 3.3.1 Identify the King Code principle applied by JP. Motivate your answer by quoting from the scenario above. (3)
- 3.3.2 Describe any ONE other King Code principle that businesses can apply to improve their ethical business conduct. (3)
- 3.4 Discuss communication as a criterion for successful team performance. (6)
- 3.5 Read the scenario below and answer the questions that follow.

**KLIPLAND HARDWARE (KH)**

Klipland Hardware is experiencing conflict in the workplace. Some employees of KH display a lack of cooperation which causes delays in production. The management of KH sets unrealistic deadlines that increase the stress levels of employees. The employees of KH have difficulty with paying their own debt timeously.

- 3.5.1 Quote TWO causes of conflict at KH from the scenario above. (2)
- 3.5.2 Explain how businesses should handle conflict in the workplace. (4)
- 3.6 Discuss the advantages of corporate social responsibility (CSR) on businesses. (6)
- 3.7 Evaluate the impact of the nominal group technique. (6)

**[40]**

**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

- 4.1 Give any TWO examples of non-insurable risks. (2)
- 4.2 Identify the type of investment opportunity applicable to Platinum Ltd (PL) in EACH of the following statements:
- 4.2.1 PL raised additional capital by borrowing money from the public. (2)
- 4.2.2 Employees of PL make monthly contributions to an informal savings scheme from which they will be able to make future withdrawals. (2)
- 4.3 Explain the difference between *management* and *leadership*. (4)
- 4.4 Discuss the advantages of a personal liability company. (6)
- 4.5 Advise presenters on the factors that they should consider during a presentation. (4)

**BUSINESS ROLES**

- 4.6 Name the FOUR corporate social investment (CSI) focus areas. (4)
- 4.7 Describe the importance of team dynamic theories in improving team performance. (6)
- 4.8 Read the scenario below and answer the questions that follow.

**THANDOKAZI ATTORNEYS (TA)**

Thandokazi Attorneys strive to promote creative thinking in the workplace. They ensure that the work environment is free from high noise levels and distractions. The management of TA provides employees with fewer breaks to optimise workplace productivity. TA also encourage employees to come up with new ways of performing their duties.

- 4.8.1 Quote TWO ways from the scenario above in which TA creates an environment that promotes creative thinking. (2)
- 4.8.2 Explain other ways in which businesses can create an environment that promotes creative thinking in the workplace. (4)
- 4.9 Recommend ways in which businesses can deal with the pricing of goods in rural areas as a type of unethical business practice in the workplace. (4)

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

**SECTION C**

Answer ANY ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of the chosen question. 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: INSURANCE)**

Businesses are required to make a clear distinction between insurance and assurance for future financial planning. A sound knowledge of compulsory insurance is beneficial for businesses. Businesses receive the benefits of insurance when they successfully apply the insurance principles.

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

- Outline the differences between *insurance* and *assurance*.
- Explain the THREE types of compulsory insurance.
- Discuss the advantages of insurance.
- Advise businesses on the following principles of insurance:
  - Utmost good faith
  - Insurable interest

**[40]****QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES)**

Employers are obligated to take care of the human health and safety of employees in the workplace. Businesses must be able to implement ways to deal with human rights and apply strategies to protect the environment and human health. They must also have knowledge of diversity issues in order to deal with them correctly.

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

- Outline the responsibilities of employers in promoting human health and safety in the workplace.
- Explain how businesses can deal with any THREE human rights in the workplace.
- Discuss strategies businesses may use to protect the environment and human health.
- Suggest ways in which businesses could deal with the following diversity issues:
  - Age
  - Disability

**[40]**

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**