Province of the
EASTERN CAPE
EDUCATION

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

NATIONAL SENIOR CERTIFICATE

GRADE 12

SEPTEMBER 2026

BUSINESS STUDIES P2

MARKS: **150**

TIME: **2 hours**

This question paper consists of 9 pages.

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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 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 note of what is required.

   Note that ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected 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 a 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, e.g. QUESTION 1 – new page, QUESTION 2 – new page.

8. You may use a non-programmable calculator.

9. Write neatly and legibly.

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SECTION A (COMPULSORY)

QUESTION 1

1.1 Various options are provided as possible answers to the following questions. Choose the answers 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 The CEO of Gatyeni Trucks applied the …. leadership theory when he used different leadership styles to execute the task at hand.

A leaders and followers
B situational
C transformational/transitional
D transactional

1.1.2 The past and present directors of a … company are jointly and severally responsible for the debts of the company.

A state-owned
B private
C public
D personal liability

1.1.3 The family of the contributor to the UIF may claim … benefits following that person's death.

A maternity
B dependant
C adoption
D Illness/disability

1.1.4 The production team leader implements … as a criterion for successful team performance by giving credit to positive contributions.

A communication
B interpersonal attitude and behaviour
C shared values
D collaboration

1.1.5 Easy Glass invests in infrastructure and housing programmes in the local area as a strategy to address … as a socio-economic issue.

A HIV/Aids
B inclusivity
C poverty
D unemployment

(5 x 2) (10)

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

grievance; transparency; culture; stokvel; overhead projector; accountability; conflict; race; endowment policy; interactive whiteboard

1.2.1 Zim invested in a/an … which allows members to withdraw money from the collective pool of funds for personal use.

1.2.2 Marcus, the restaurant owner, uses … as it has the functionality of saving additional information while presenting.

1.2.3 A disagreement between two or more parties in the workplace is known as …

1.2.4 Businesses deal with … as a diversity issue by implementing affirmative action policies as required by the Employment Equity Act (EEA), 1998 (Act. 55 of 1998).

1.2.5 The CEO of Mary Dinah Foundation appointed internal and external auditors to audit their financial statements. This refers to the King Code principle of … (5 x 2) (10)

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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	Compulsory insurance	A	uses non-routine methods to solve problems
1.3.2	Debentures	B	team members focus on completion of the task
1.3.3	Equity	C	uses routine methods to solve problems
1.3.4	Forming	D	businesses must value their employees regardless of their socio-economic status
1.3.5	Creative thinking	E	raise capital by borrowing money from the public
		F	businesses/individuals are compelled by law to insure certain types of risks
		G	team members gather information about each other
		H	raise capital by selling shares to the public
		I	businesses must not discriminate against their employees based on gender, race, religion, sexual orientation
		J	businesses/individual's voluntary insures certain types of risks

(5 x 2) (10)

TOTAL SECTION A: 30

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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 FOUR examples of non-verbal presentation. (4)

2.2 Outline the advantages of insurance. (6)

2.3 Identify the leadership style applied by Zindzi to manage his employees in EACH of the statement below:

2.3.1 Zindzi requires a different perspective from experienced employees. (2)

2.3.2 She delegates duties to improve the efficiency of the organisation. (2)

2.4 Explain how capital as a criterion can contribute to the success and/or failure of a private company. (4)

2.5 Read the scenario below and answer the question that follows**.**

VELA COURIER (VC)
VC entered into an insurance contract with Ali Virtual Insurance Company. The insured (VC) agreed to be honest in supplying details regarding the risk. The insurer (AVIC) agreed to compensate the insured for damages specified in the insurance contract.

Identify TWO principles of insurance applicable to VC. Motivate your answer by quoting from the scenario above.

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

PRINCIPLES OF INSURANCE	MOTIVATIONS
1.	
2.	

(6)

2.6 Discuss the advantages of a personal liability company. (6)

2.7 Explain the positive impact of fixed deposits. (4)

2.8 Suggest the role of personal attitude in successful leadership. (6)

[40]

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QUESTION 3: BUSINESS ROLES

3.1 List any FOUR problem-solving steps. (4)

3.2 Outline the purpose of corporate social investment (CSR). (6)

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

ANGEL ENTERPRISES (AE)
Angel Enterprises allocated funds to a project that aims to improve the standard of living of its community. AE planned to focus on rural development, business ethics and employees.

3.3.1 Name TWO corporate social investment (CSI) focus areas from the scenario above. (2)

3.3.2 Discuss the impact of corporate social investment (CSI) on businesses. (6)

3.4 Read the scenario below and answer the question that follows**.**

BOKWANA TRADERS (BT)
Amyoli, the senior manager of BT, wanted to improve the morale and motivation of employees. BT decided to reward employees for services that were rendered well. BT also built ramps for employees who use wheelchairs.

Identify TWO diversity issues that are applicable in the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 3.4

DIVERSITY ISSUES	MOTIVATIONS
1.	
2.	

(6)

3.5 Explain the benefits of the diversity in the workplace. (6)

3.6 Differentiate between *ethical* and *professional* behaviour. (4)

3.7 Recommend ways in which business can deal with taxation/tax evasion as a type of unethical business practice. (6)

[40]

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QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 List FOUR factors that should be considered when making investment decisions of investments. (4)

4.2 Outline the functions of the Johannesburg Securities Exchange Ltd. (6)

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

ZEBRA TRADERS (ZT)

Zebra Traders bought stock to the value of R600 000 but only insured it for R300 000. A fire broke out in the warehouse and destroyed stock to the value of R90 000.

4.3.1 Identify the insurance clause that is applicable to ZT in the scenario above. (2)

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

4.4 Evaluate the impact of unit trust as the form of investment. (4)

BUSINESS ROLES

4.5 Name any FOUR social rights of employees in the workplace. (4)

4.6 Read the scenario below and answer the questions that follow**.**

NAVEL CONFECTIONERY (NC)

Navel Confectionery is experiencing huge absenteeism and decreased productivity in the workplace. Employees are not adhering to the rules of the organisation. The management lacks clear communication which causes uncertainty amongst employees. The manager of NC listens to the employees but makes them aware that the management is in control.

4.6.1 Quote TWO causes of conflict at NC from the scenario above. (2)

4.6.2 Explain how businesses should handle conflict in the workplace. (4)

4.7 Discuss ways in which professional, responsible, ethical and effective business practice should be conducted by businesses. (6)

4.8 Advise the business on the importance of team dynamic theories in improving team performance. (4)

[40]

TOTAL SECTION B: 80

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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, for example, QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)

Presenters realise the importance of including a multimedia presentation when designing a presentation. Many presenters prefer to use various visual aids such as PowerPoint and posters. When preparing the presentation, the presenter needs to consider certain factors. Presenters also need to reflect on their previous presentation so that they can improve in the next presentation.

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

- Outline aspects that must be considered when designing a multimedia presentation.
- Explain the impact of the following visual aids types:
  - PowerPoint/Data projector
  - Posters/banners/portable advertising material
- Discuss factors that must be considered when preparing for a presentation.
- Suggest areas of improvement in the next presentation. **[40]**

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM-SOLVING)

Management should understand the difference between decision-making and problem-solving. The business needs to know how to apply the problem-solving techniques and also need to understand the benefits of creative thinking in the workplace. Therefore, it is important for businesses to create an environment that promotes creative thinking in the workplace.

Write an essay on creative thinking and problem solving in which you include the following aspects:

- Outline the differences between *decision-making* and *problem-solving*.
- Explain how businesses can apply the following problem-solving techniques to solve business problems:
  - Force-field Analysis
  - Delphi-technique
- Explain the benefits of creative thinking in the workplace.
- Recommend ways business can create an environment that promotes creative thinking in the workplace. **[40]**

TOTAL SECTION C: 40

GRAND TOTAL: 150

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