JENN

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The path to enlightened education

# SUBJECT: BUSINESS STUDIES

## GRADE 12

## 2026 LAST PSUH

## QUESTION PAPER BANK

# PAPER 2

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**BUSINESS STUDIES PAPER 2**
**CLASSIFICATION OF SUBTOPICS ACCORDING TO MAIN TOPICS**


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**BUSINESS STUDIES PAPER 2**

| BUSINESS VENTURES | TERM | BUSINESS ROLES | TERM |
|---|---|---|---|
| 1.1 Management and leadership | 2 | 2.1 Ethics and professionalism | 1 |
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**CLASSIFICATION OF SUBTOPICS ACCORDING TO MAIN TOPICS**

| BUSINESS VENTURES & ROLES | BUSINESS VENTURES | BUSINESS ROLES | BUSINESS VENTURES & ROLES | BUSINESS VENTURES | BUSINESS ROLES |
|---|---|---|---|---|---|
| Q1 | Q2 | Q3 | Q4 | Q5 | Q6 |
| 16+14=30 | 40 | 40 | 20+20=40 | 40 | 40 |

## KEY TAKEAWAYS FOR EXAM DAY

### DOs

1. **Focus Your Revision:** Choose one Broad topic (Operations or Environments) & master completely, while maintaining a solid working knowledge of the second broad topic so you can answer the miscellaneous Question **4** comfortably.

### DONTs

2. **Avoid Answering Both Question 2 and Question 3:** If you attempt Questions 2 and 3, you split your focus across two entire broad topics. Answering **Question 4** alongside your primary strength (either Q2 or Q3) allows you to capitalize on your main topic

### PACE YOURSELF

3. **Pacing & Time Management:** Always read through Section B carefully during reading time to check which combination (Q2 & Q4 OR Q3 & Q4) offers scenario questions you find easiest to extract quotes and facts from.

**ANALYSIS OF THE ESSAY IN THE LAST 3 YEARS**

| | 2023 Nov | 20204 | 2025 |
|---|---|---|---|
| | **PRESENTATION** | **INVESTMENT SECURITIES** | **INVESTENT INSURANCE** |
| **Q5** | aspects to considered when designing a multimedia presentation.<br>factors to consider while presenting.<br>The impact of the following visual aids:<br>o Hand-outs<br>o Flip charts<br>ways to handle feedback in a non-aggressive and professional manner. | functions of JSE<br>factors that should be considered when making investment decisions.<br>The impact of unit trusts as a form of investment.<br>differences between *simple interest* and *compound interest*. | The differences between *insurance* and *assurance.*<br>*T*ypes of compulsory insurance.<br>Advantages of insurance.<br>Principles of insurance:<br>o Utmost good faith<br>o Insurable interest |

| Q5 | 2023 Nov | 20204 | 2025 |
|---|---|---|---|
| | **TEAM PERFORMANCE ASSESSMENT AND CONFLICT MANAGEMENT** | **SOCIAL RESPONSIBILITY AND CORPORATE SOCIAL RESPONSIBILITY/CORPORATE SOCIAL INVESTMENT** | **HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES** |
| | The differences between *grievance* and *conflict*.<br>The correct procedure to deal with grievances<br>Stages of team development:<br>o Storming<br>o Norming<br>The importance of team dynamic theories in improving team performance. | The purpose of CSI<br>Impact of CSR on communities<br>The relationship between social responsibility and triple bottom line.<br>Ways in which businesses can deal with unemployment as a socio-economic issue. | The responsibilities of employers in promoting human health and safety in the workplace.<br>Deal with human rights in the workplace.<br>Strategies to protect the environment and human health.<br>ways to deal with the following diversity issues:<br>o Age<br>o Disability |

# PAPER 2
# BUSINESS VENTURES

**PART 1: BUSINESS VENTURE**
**SECTION A**

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. Mandla applied the leadership theory when he encouraged his team to be creative when dealing with drastic changes in a dynamic work environment.

A situational

B leaders and followers

C transformational

D transactional

1.1.2. The directors of a ... company are jointly and severally responsible for the debts of the business.

A non-profit

B personal liability

C state-owned

D private

1.1.3. The principal amount remains the same for the duration of the investment period when calculating ... earned.

A simple interest

B capital gain

C compound interest

D dividends

1.1.4. The leadership style in which subordinates are experts and take full responsibility for their actions:

A Transactional

B Democratic

C Laissez-faire

D Charismatic

1.1.5. The main objective of a ... is to create mutual benefit for its members.

A partnership

B cooperative

C state-owned company

D private company

1.1.6. 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

1.1.7. 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.

1.2. 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.

| |
|---|
| non-profit; situational; flip charts; transformational; posters; state-owned; bonus; cooperative; over-insured; partnership; under-insured; founders' |

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.

1.2.4. Visco Limited issued ... shares to the promoters of the company.

1.2.5. The shareholders at Blake Ltd have ... liability and can only lose the amount that they invested in the company.

1.2.6. The average clause is applied when assets are ... to determine the amount that will be paid to the insured.

1.2.7. The ... as a form of ownership has no legal personality and lacks continuity.

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.

**Bonus shares**

| COLUMN A | | COLUMN B | |
|---|---|---|---|
| 1.3.1. | Bonus shares | A | incorporators receive dividends only after all shareholders have been paid |
| 1.3.2. | Management | B | based on the principle of certainty |
| 1.3.3. | Security | C | issued as compensation for unpaid dividends / issued as compensation to shareholders for unpaid dividends |
| 1.3.4 | Redeemable preference shares | D | can be bought back at the option of the issuing company |
| 1.3.5. | Sole trader | E | visual aid used to summarise ideas during feedback sessions |
| 1.3.6 | Cumulative preference shares | F | in the form of levies into a common fund, as required by law |
| | | G | use power because of the position of authority |
| | | H | investors receive payments for dividends that were not paid out in previous years |
| | | I | applies when assets are insured for less than their market value |
| | | J | has limited continuity as the business seizes to exist upon resignation of the owner |
| | | K | continuity of the business depends on the lifespan of the owners |
| | | L | issued as compensation to promoters of the company |

## SECTION B
## QUESTION 2

2.1. List any FOUR types of investment opportunities (4)

2.2. Outline the advantages of a state-owned company (4)

2.3. Explain aspects that should be considered when designing a multimedia presentation (6)

2.4. Discuss the impact of the autocratic leadership style on businesses (6)

2.5. Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner

2.6. Name any TWO types of compulsory insurance (2)

2.7. Outline the advantages of insurance for businesses (6)

2.8. Explain how capital as a criterion can contribute to the success and/or failure of a private company (6)

## QUESTION 3 nov 2025

3.1. State any FOUR factors that should be considered when making investment decisions (4)

3.2. Elaborate on the meaning of excess as an insurance concept (4).

3.3. Explain the functions of the Johannesburg Securities Exchange (JSE) (6)

3.4. Describe the role of personal attitude in successful leadership. (4)

3.5. Discuss the impact of government/RSA Retail Savings Bonds as a form of investment. (6)

3.6. Advise businesses on how management as a criterion could contribute to the success and/or failure of a public company. (6)

3.7. Give any TWO examples of non-insurable risks. (2)

3.8. Explain the difference between *management* and *leadership*. (4)

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

3.10. Advise presenters on the factors that they should consider during a presentation. (4)

## QUESTION 4

4.1. List any FOUR types of investment opportunities. (4)

4.2. Outline the advantages of a state-owned company. (6)

4.3. Explain aspects that should be considered when designing a multimedia presentation. (6)

4.4. Discuss the impact of the autocratic leadership style on businesses. (4)

4.5. Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner. (4)

4.6. Name any TWO types of compulsory insurance. (4)

4.7. Outline the advantages of insurance for businesses. (4)

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

4.9. Advise presenters on the factors that they should consider during a presentation (4)

## SCENARIO TYPE QUESTION
## QUESTION 5

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

**BIZANA SPORTSWEAR (BS)**

Bizana Sportswear has retail outlets throughout the country. The management of BS allows their employees to participate in the decision-making process.

5.1.1. Identify the leadership style applied by BS in the scenario above. (2)

5.1.2. Suggest situations in which the leadership style identified in QUESTION 2.3.1 can be applied in the workplace. (4)

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

**GREEN LOGISTICS (GL)**

Green Logistics is in the process of investing their surplus funds. They considered the investment period and possible risk in the different investment options. GL also identified venture capital as the best investment opportunity to expand their business.

5.2.1. Name TWO factors that GL considered when making an investment decision in the scenario above. (2)

5.2.2. Explain venture capital as a type of investment opportunity. (4)

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

**ADONISI FASHION (AF)**

The management of Adonisi Fashion wants to insure their stock against fire, changes in fashion and theft. They conducted research on insurable risks and understand the importance of insurance.

5.3.1. Name TWO insurable risks in the scenario above. (2)

5.3.2. Explain the advantages of insurance for businesses. (6)

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

**AKHONA TRADERS (AT)**

Akhona Traders bought stock to the value of R400 000 but only insured it for R200 000. A fire broke out in the warehouse and destroyed stock to the value of R80 000.

5.4.1. Name the insurance clause that is applicable to AT in the scenario above. (2)

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

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

**EXCLUSIVE ARCHITECTS (EA)**

Exclusive Architects operate in a competitive environment and had to improve the designs of their housing plans. The management of EA provide emotional support for employees through coaching so that they can share their ideas more freely.

5.5.1. Identify the leadership theory used by EA. Motivate your answer by quoting from the scenario above. (3)

5.5.2. Explain ONE other leadership theory. (3)

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

**ELANGE LIMITED (EL)**

The management of Elange Limited presented their future plans for expansion to the shareholders. They used PowerPoint, smart pens and flip charts to make their presentation interesting. Management also considered comments from the shareholders in order to improve their next presentation.

5.6.1. Name TWO visual aids used by EL in the scenario above. (2)

5.6.2. Suggest the areas of improvement that the management should consider for their next presentation. (4)

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

| 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 |

. 5.7.1. 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 5.7.1 (6)

| LEADERSHIP STYLE | MOTIVATION |
|---|---|
| 1. | |
| 2. | |

5.8. **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. |

5.8.1. Quote TWO aspects from the scenario above that Zintle considered when she designed her multimedia presentation. (2)

5.8.2. Explain other aspects that must be considered when designing a multimedia presentation. (4)

5.9. **Identify the type of investment opportunity applicable to Platinum Ltd (PL) in EACH of the following statements:**

5.9.1. PL raised additional capital by borrowing money from the public. (2)

5.9.2. Employees of PL make monthly contributions to an informal savings scheme from which they will be able to make future withdrawals. (2)

**SECTION C: ESSAY-TYPE QUESTIONS**

**Essay Question: PRESENTATION AND DATA RESPONSE (Nov 2023 - Question 5)**

A well-designed multimedia presentation is necessary for communicating with business stakeholders. Presenters must know the factors that must be considered while presenting to ensure a successful presentation. Some presenters use hand-outs and flip charts to enhance the quality of their presentations. Handling feedback in a non-aggressive and professional manner is important for concluding a presentation.

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

- Outline aspects that should be considered when designing a multimedia presentation.
- Explain the factors that the presenter should consider while presenting.
- Discuss the impact of the following visual aids:
  - Hand-outs
  - Flip charts
- Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner (40).

**Essay Question: MANAGEMENT AND LEADERSHIP (May/June 2024 - Question 5)**

| |
|---|
| Businesses agree that leaders' personal attitude play an important role in successful leadership. Some businesses apply the democratic leadership style whereas others apply the autocratic leadership style. The situational and transformational leadership theories provide guidelines on the application of leadership styles. Certain situations require businesses to apply the transactional leadership style. |

Write an essay on management and leadership in which you include the following aspects:

- Outline the role of personal attitude in successful leadership.
- Explain the differences between democratic and autocratic leadership styles.
- Discuss the following leadership theories:
  - Situational
  - Transformational
- Recommend situations in which the transactional leadership style could be applied in the workplace (40).

**Essay Question: INVESTMENT: SECURITIES (Nov 2024 - Question 5)**

| |
|---|
| Investors can acquire shares of companies that are listed on the Johannesburg Securities Exchange (JSE). They consider various factors when making investment decisions to choose the best option. Businesses prefer investing in unit trusts and they also compare simple and compound interest offered by financial institutions. |

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

- Outline the functions of the Johannesburg Securities Exchange (JSE).
- Explain any FOUR factors that should be considered when making investment decisions.
- Discuss the impact of unit trusts as a form of investment.
- Advise businesses on the differences between simple interest and compound interest (40

# PAPER 2
# BUSINESS ROLES

**PART 2: BUSINESS ROLES**
**SECTION A TYPE QUESTION**

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 of Ntsako Trading used the internet facilities of the business after working hours without permission. This refers to ... as a type of unprofessional business practice.

A unproductive employees

B abuse of work time

C difficult employees

D unauthorised use of workplace funds and resources

1.1.2. Businesses develop counselling programmes and train counsellors as a strategy to deal with ... as a socio-economic issue.

A poverty

B HIV/Aids

C inclusivity

D unemployment

1.1.3. Team dynamic theories enable businesses to ...

A allocate tasks according to the roles of team members.

B specialise in the production of quality products.

C improve their public relations with communities.

D provide training programmes to employees.

1.1.4. Grey Manufacturing encourages employees to recycle waste material. This refers to ... as an element of triple bottom line.

A people

B profit

C planet

D productivity

1.1.5. Chidere Enterprise uses fine print to hide misleading information when promoting their products. This is known as a type of ... unethical business practice.

A taxation

B pricing of goods in rural areas

C fair advertising

D unfair advertising

1.1.6. The role of health and safety representatives is to ...

A ensure that protective clothing is available.

B provide safety clothes to employees.

C use prescribed safety equipment.

D maintain equipment regularly.

1.1.7. Amajuba team members implement ... as a criterion for successful team performance by agreeing on methods to get the job done, without wasting time on conflict resolution.

A shared value

B communication

C collaboration

D interpersonal attitudes and behaviour

1.2. 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 |
|---|---|
| 1.2.1. **Grievances** | A generates and critically evaluates alternative solutions |
| 1.2.2. **Expert** | B focuses on developing a moral compass for decision-making |
| 1.2.3 **Problem-solving** | C sets procedures for team work so that members understand their roles |
| 1.2.4 **Communication** | D managers must restrict the time of the discussion when dealing with this type of personality |
| 1.2.5 **Professional behaviour** | E occur when there are clashes of opinions between two or more parties in the workplace |
| | F considers various alternatives before deciding on the best one |
| | G managers must know their facts when dealing with this type of personality |
| | H focuses on upholding the reputation of the business |
| | I occur when employees lodge complaints with management in the workplace |
| | J Sets realistic goals about what is to be achieved |

1.3. **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. Nov**

1.3.1. Businesses that promote social rights in the workplace

A provide employees with training opportunities.

B pay employees equally for work of equal value.

C allow employees to participate in legal strikes.

D provide employees with reasonable working hours.

1.3.2. Beauty, an employee at Brown Wholesalers, often takes extended lunch breaks. This is an example of ... as a type of unprofessional business practice.

A sexual harassment

B abuse of work time

C authorised use of work time

D abuse of power

1.3.3. Senior managers deal with ... employees as a type of difficult personality by allowing them time to speak without getting hostile towards other employees.

A indecisive

B negative

C aggressive

D expert

1.3.4. 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

1.3.5. 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

1.3.6. 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.

1.4. 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

| |
|---|
| planet; expert; decision-making; social; problem-solving; complainer; people force-field analysis; grievance, Delphi technique; conflict; cultural; |

1.4.1. Fuze Enterprises focuses on ... as a triple bottom-line element by participating in projects aimed at uplifting communities.

1.4.2. A manager considers various alternatives before selecting the best one. This is known as ….

1.4.3. Tim, the supervisor, is firm and assertive when dealing with a/an ... as a type of difficult personality…

1.4.4. A disagreement between two or more parties in the workplace is known as a ....

1.4.5. Employees at Mawethu Traders are allowed to use their own language during their lunch breaks; this promotes their ... right in the workplace.

1.4.6. Businesses implement the necessary changes after considering the driving and restraining aspects. This refers to ... as a problem-solving technique.

(6x2) (12)

1.5. 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 | |
|---|---|---|---|
| **1.5.1.** | **Delphi technique H** | **A** | promotes a platform for employees to raise their dissatisfaction without victimisation |
| **1.5.2.** | **Shared values D** | **B** | business should take responsibility for their decisions |
| **1.5.3.** | **Abuse of work time J** | **C** | enables businesses to recognize the needs of only one particular group of customers |
| **1.5.4.** | **Social responsibility F** | **D** | team members have a positive attitude of support towards other members |
| **1.5.5.** | **Freedom of speech and expression A** | **E** | a large group of employees makes suggestions to inspire new thoughts |
| **1.5.6.** | **Diversity C** | **F** | obligation of every citizen to contribute towards the well-being of communities |
| **1.5.7.** | **Accountability B** | **G** | promotes mutual interaction between internal and external stakeholders |
| | | **H** | a group of experts solves business problems without bringing them together |
| | | **I** | team members respect the skills of other members |
| | | **J** | employees make personal calls during working hours |

| | | |
|---|---|---|
| | **K** | enables businesses to have a competitive advantage as they render better services |
| | **L** | obligation of businesses to declare all income received |
| | **M** | business decisions must be clear to all stakeholders |
| | **N** | employees use business resources for personal gain |

**SECTION B: BUSINESS ROLES**
**QUESTION 2**

2.1. State any FOUR problem-solving steps (4)
2.2. List any FOUR problem-solving steps (4)
2.3. Outline the causes of conflict in the workplace (6)
2.4. Explain the advantages of creative thinking in the workplace (6)
2.5. Explain ways in which businesses can contribute time and effort to improve the well-being of employees (6)
2.6. Explain how businesses can apply the following King Code principles for good corporate governance to improve ethical business conduct
2.6.1. Transparency (4)
2.6.2. Accountability (4)
2.7. 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)

**QUESTION 3**

3.1. Outline the economic rights of employees in the workplace (4)
3.2. Discuss the impact of corporate social responsibility (CSR) on communities (6)
3.3. Advise businesses on the roles of health and safety representatives in protecting the workplace environment (4)
3.4. Name any TWO corporate social investment (CSI) focus areas (2)
3.5. Outline the responsibilities of workers in promoting human health and safety in the workplace (6)
3.6. Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace (6)
3.7. Explain how businesses should handle conflict in the workplace. (6)

**QUESTION 4**

4.1. Suggest ways in which businesses could deal with gender as a diversity issue in the workplace (6)
4.2. Recommend ways in which professional, responsible, ethical and effective business practice should be conducted by businesses (4)
4.3. Outline the benefits of diversity in the workplace (6)
4.4. Discuss communication as a criterion for successful team performance (6)
4.5. Discuss the advantages of corporate social responsibility (CSR) on businesses (6)
4.6. Evaluate the impact of the nominal group technique (6)
4.7. Describe the importance of team dynamic theories in improving team performance (6)

**SCENARIO TYPE QUESTION**
**QUESTION 5**

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

| **ZAMA TECHNOLOGIES (ZT)** |
|---|
| Zama Technologies recognise diversity issues to achieve an inclusive workforce. They encourage younger employees to respect older employees and to learn from them. ZT also built ramps for wheelchairs at the entrance of their office. |

5.1.1. Identify TWO diversity issues addressed by ZT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 5.1.1 (6)

| **Diversity Issues** | **Motivations** |
|---|---|
| **1** | |
| **2** | |

5.1.2. Discuss the benefits of diversity in the workplace. (6)

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

| **EKSTEEN HOTELS (EH)** |
|---|
| Eksteen Hotels provide transport for employees who work unusually long hours. They pay fair bonuses to employees as acknowledgement of their hard work and commitment. EH also implements ethically correct business decisions to avoid polluting the environment. |

5.2.1. Quote TWO ways in which EH contributed time and effort in improving the well-being of employees from the scenario above. (2)

5.2.2. Describe other ways in which businesses could contribute time and effort in improving the well-being of employees. (4)

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

| **JASON ENTERPRISE (JE)** |
|---|
| Jason Enterprise is experiencing a decrease in sales in one of their product lines. JE requested their employees to generate ideas silently on their own before sharing them with others. |

5.3.1 Identify the problem-solving technique applied by JE in the scenario above. (2)

5.3.2. Explain other ways in which JE can apply the problem-solving technique identified in QUESTION 5.3.1. (4)

5.4. Identify the human rights that are promoted by Meadridge Landscaping in EACH statement below:

5.4.1 Employees' personal information is kept confidential. (2)

5.4.2. Meadridge Landscaping ensures that the workplace environment is free from hazardous products. (2)

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

**TORNADO FURNITURE (TF)**

Tornado Furniture specialises in the manufacturing of lounge suites. They monitor their employees on an hourly basis to ensure that tasks are completed on time. The management allows only certain employees access to the business funds. TF also strengthens the team spirit among the employees so that they feel responsible for what needs to be achieved. Nov 2024

5.5.1 Quote TWO ways in which TF is dealing with the abuse of work time as a type of unprofessional business practice from the scenario above. (2)

5.5.2 Explain other ways in which TF can deal with abuse of work time as a type of unprofessional business practice in the workplace. (4)

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

**MEDAL DESIGNERS (MD)**

Medal Designers gave Pumla the responsibility to manage a team of experienced and highly competent members. Team members are able to handle the decision-making process without Pumla supervising them. They are also aware of the importance of team dynamic theories in improving team performance.

5.6.1 Name the stage of team development applicable in the scenario above. (2)

5.6.2. Discuss the importance of team dynamic theories in improving team performance. (6)

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

**BARROWS TRADERS (BT)**

Barrows Traders sell bicycles to different outlets. They treat all employees with respect regardless of their socio-economic status. The management of BT encourages open communication channels between them and employees.

5.7.1. Identify TWO human rights that are promoted by BT. Motivate your answer by quoting from the scenario above.
Use the table below as a GUIDE to answer QUESTION 5.7.1 (6)

| Human Rights | Motivations |
|---|---|
| | |
| | |

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

**MASEGO CONFECTIONERY (MC)**

Masego Confectionery implemented different corporate social responsibility (CSR) programmes. These CSR programmes make it possible for MC to receive tax rebates. They improved the entrepreneurial skills of nearby communities. MC also enjoys the support they receive from these communities.

5.8.1. Quote TWO advantages of corporate social responsibility (CSR) for MC from the scenario above. (2)

5.8.2. Advise MC on other advantages of CSR for businesses. (4)

**SECTION C TYPE QUESTIONS**

**QUESTION 6.1. ASSESSMENT AND CONFLICT MANAGEMENT**

The workplace environment is dynamic and consists of people with different experiences, which may lead to grievances and conflicts. Businesses follow the correct procedure to deal with grievances in the workplace. They also know that teams go through different stages of team development and follow team dynamic theories as a guide to improve team performance.

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

- Outline the differences between grievance and conflict.
- Explain the correct procedure to deal with grievances in the workplace.
- Discuss the following stages of team development:
  - Storming
  - Norming
- Advise businesses on the importance of team dynamic theories in improving team performance (40).

**QUESTION 6.2. CREATIVE THINKING AND PROBLEM-SOLVING**

Creative thinking allows businesses to be innovative in their approach and take advantage of viable business opportunities. This requires them to create an environment that promotes creative thinking in the workplace. Successful businesses know the impact of the Delphi technique and the nominal group technique in solving business problems. Many businesses apply brainstorming when faced with challenging tasks.

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

- Outline the advantages of creative thinking in the workplace.
- Explain ways in which businesses can create an environment that promotes creative thinking in the workplace.
- Discuss the impact of the following problem-solving techniques:
  - Delphi technique
  - Nominal group technique
- Advise businesses on how they can apply brainstorming to solve complex business problems (40).

**QUESTION 6.3. SOCIAL RESPONSIBILITY AND CORPORATE SOCIAL RESPONSIBILITY/CORPORATE SOCIAL INVESTMENT**

Corporate social responsibility and corporate social investment allow businesses to be actively involved in the projects that are positively benefiting the community. Successful businesses strive to maintain the relationship between social responsibility and triple bottom line and to find ways to deal with unemployment as a socio-economic issue.

Write an essay on social responsibility and corporate social responsibility in which you include the following aspects:

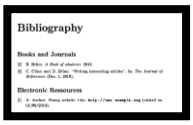
- Outline the purpose of corporate social investment (CSI).
- Discuss the impact of corporate social responsibility (CSR) on communities.
- Explain the relationship between social responsibility and triple bottom line.
- Suggest ways in which businesses can deal with unemployment as a socio-economic issue (40).

**QUESTION 6.4. ETHICS AND PROFESSIONALISM**

Businesses have a responsibility to conduct their business activities ethically and professionally by following the King Code principles for good corporate governance. They are required to understand how the various unethical business practices pose challenges to businesses. Businesses are also obligated to conduct their business practices in a professional, responsible, ethical and effective manner.

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

- Outline the differences between ethical behaviour and professional behaviour.
- Explain how businesses can apply the following King Code principles of good corporate governance to improve ethical business conduct:
  - Transparency
  - Accountability
- Discuss how the THREE types of unethical business practices pose challenges to businesses.
- Suggest ways in which professional, responsible, ethical and effective business practices should be conducted (40).


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