



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 11

NOVEMBER 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.

- This question paper consists of THREE sections and covers TWO 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 two questions in this section.

- Read the instructions for each question carefully.

NOTE: ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question in SECTION C will be marked.

- Number the answers carefully 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)
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

- Begin the answer to EACH question on a NEW page, for example QUESTION 1 – NEW page, QUESTION 2 – NEW page, et cetera.
- 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 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 ... serves as the constitution of a company.

- A initial public offer
- B memorandum of incorporation
- C prospectus
- D notice of incorporation

1.1.2 Zonke sold the right to use the name and trademark of Fruit and Veg Delivery Company to Tiny in return for a/an ... fee.

- A royalties
- B rent
- C franchising
- D outsourcing

1.1.3 A/an ... shows activities that must be completed.

- A business plan
- B report
- C action plan
- D timelines

1.1.4 Solutions that are not created as part of the norm and which do not follow what is generally done, are known as ...

- A conventional.
- B routine.
- C non-conventional.
- D creative thinking.

1.1.5 One of the causes of stress in the workplace is ...

- A serious illness of employees.
- B consulting experts.
- C evaluating the emergency plan of the business.
- D uncondusive working conditions.

(5 x 2) (10)

- 1.2 Complete the following statements by using the words 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.

flyer; public; crisis; slides; bad; equity capital; stress; good; angel funding; private

- 1.2.1 Zanele traders may not offer shares to the general public. This refers to a ... company.
- 1.2.2 Mr Veejay, a wealthy entrepreneur, provided ... in exchange for a share in the business.
- 1.2.3 Simcock Tech Wear Clothing used a thin sheet of paper to advertise their products. This is known as a ...
- 1.2.4 The leader of M&M Financial Services has many tasks to do in a short space of time. This causes ...
- 1.2.5 Sound ethical practice is part of ... decision-making in business.

(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	Gantt chart	A	using routine methods to solve problems
1.3.2	Non-verbal presentation	B	occurs when a business reduces the number of workers in the business or organisation
1.3.3	Creative thinking	C	shows the duration of the task/element
1.3.4	Code of conduct	D	a set of values that are morally acceptable within a business organisation
1.3.5	Unemployment	E	communicate information by means of printed material
		F	a set of rules and responsibilities of an organisation or business that the employees must comply with
		G	shows all the tasks that need to be done
		H	communicate information by means of oral presentations
		I	using non-routine methods to solve problems
		J	occurs when employees lose their jobs due to resignation or retrenchment

(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, etc.

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any FOUR stages of an action plan. (4)
- 2.2 Outline aspects that must be included in the prospectus. (6)
- 2.3 Identify the entrepreneurial qualities in the statements below.
- 2.3.1 The manager of GM steel manufacturer did not lose hope when the global tariffs threatened the local businesses. (2)
- 2.3.2 Zuko provides special material like fiber glass for the clients who were not able to afford the original material amid market uncertainty. (2)
- 2.4 Explain the purpose of a business plan. (6)
- 2.5 Read the scenario below and answer the question that follows.

TELLY GADGETS (TG)

Telly Gadgets is a newly established business that specialises in manufacturing TV gadgets. Ntombi, the owner of TG, conducted research to identify her target market. She also changed some of her original business plans, due to new technology.

- 2.5.1 Identify TWO factors from the scenario above that need to be considered before starting the business. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 2.5.1.

FACTORS TO BE CONSIDERED BEFORE STARTING THE BUSINESS	MOTIVATIONS
1.	
2.	

- 2.6 Discuss how the presenter must prepare the following visual aids: (6)
- 2.6.1 Slides (4)
- 2.6.2 Posters (4)
- 2.7 Advise the business on the legal requirements of the name of the company. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Mention any FOUR external causes of change. (4)
- 3.2 Outline the causes of conflict in the business. (6)
- 3.3 Read the scenario below and answer the questions that follow.

MACROS MANUFACTURER (MM)

Macros Manufacturer is a newly established business specialising in manufacturing chocolates. They encountered severe challenges, including the breakdown of machinery, managers who are not competent or efficient, along with power outages.

- 3.3.1 Name the TWO examples of crises from the scenario. (2)
- 3.3.2 Discuss the importance of stress management in the workplace. (4)
- 3.4 Read the scenario below and answer the questions that follow.

EUGENE CREATIVES (EC)

Eugene Creatives specialises in producing art and creations. The EC management wants to change the structure of the business to introduce digital services. They called for all the opposing and supporting ideas for this development. They also decided to invite experts to help them deal with their challenge.

- 3.4.1 Identify TWO problem-solving techniques used by EC. Motivate by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 3.4.1

PROBLEM SOLVING TECHNIQUES	MOTIVATION
1.	
2.	

- 3.4.2 Explain the advantages of creative thinking in the workplace. (6)
- 3.5 Discuss the functions of work forums. (6)
- 3.6 Recommend ways to deal with crisis in the workplace. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS: BUSINESS VENTURES

- 4.1 Name any FOUR key success factors. (4)
- 4.2 Outline the reasons why entrepreneurs may decide to purchase an existing business. (6)
- 4.3 Read the scenario below and answer the questions that follow.

DEEP CHAT DESIGN (DCD)

Sandra the owner of DCD wants to improve customer service in the city of Johannesburg. She considers acquiring funding from wealthy business people to cover the start-up cost of buying premises. DCD also hires temporary employees so as to save costs. Pay costs of input such as wages, telephone and other expenses.

- 4.3.1 Quote TWO reasons why the business needs to acquire funding. (2)
- 4.3.2 Explain grants as a source of funding. (4)
- 4.4 Recommend areas for improvement on key success factors. (4)

BUSINESS ROLES

- 4.5 Outline the THREE stages of development. (6)
- 4.6 Identify the principles of professionalism and ethics applied by Donald Enterprise in EACH statement below.
- 4.6.1 Nomsa always demonstrates a combination of technical skill and the ability to communicate effectively. (2)
- 4.6.2 Ahmad, the team leader, never shares the employees' details with another team member. (2)
- 4.7 Discuss strategies businesses can use to deal with globalisation. (6)
- 4.8 Recommend ways in which businesses can create an environment that stimulates creative thinking in the workplace. (4)

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

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen. The answer to EACH question must start on a NEW page, for example, QUESTION 5 on a NEW page, QUESTION 6 on a NEW page.

QUESTION 5: BUSINESS VENTURES (AVENUES OF ACQUIRING A BUSINESS)

Entrepreneurs who enter into franchise should understand the meaning of franchise. They also need to understand both the advantages and the disadvantages of the franchise. Businesses who want to downscale and focus on the core aspect of the business, outsource the less critical operations. The lease agreement outlines the main responsibilities and contractual rights of the lessee.

Write an essay on avenues of acquiring a business in which you include the following aspects:

- Elaborate on the meaning of franchise as a type of avenue for acquiring business.
- Explain the advantages and disadvantages of franchises.
- Discuss the advantages of outsourcing.
- Advise businesses on the contractual implications of leasing.

[40]**QUESTION 6: BUSINESS ROLES (PROFESSIONALISM AND ETHICS)**

Businesses are required to conduct their operations in an ethical and professional manner. Businesses must know how effective business practice should be conducted. Theories of ethics guide businesses and individuals when they need to make morally correct decisions. When establishing a business, one needs to understand the benefits of ethical business ventures.

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

- Outline the differences between *professionalism* and *ethics*.
- Discuss ways in which professional, responsible, ethical and effective business practice should be conducted.
- Briefly explain the THREE theories of ethics that are applicable to the workplace.
- Advise businesses on the benefits of ethical business ventures.

[40]

TOTAL SECTION: 40
GRAND TOTAL: 150