



Western Cape
Government

Western Cape Education Department
Directorate: Curriculum FET

BUSINESS STUDIES

REVISION BOOKLET

2025 TERM 2

Grade 12

SUGGESTED SOLUTIONS

Pre-Test

- 1.1 Micro
- 1.2 Market
- 1.3 Macro
- 1.4 Full Control
- 1.5 Partial/Limited/No control, but influence
- 1.6 No Control

Question 1.2

2.1 customer satisfaction		
2.2 resources	CHALLENGES [2.1.]	BUSINESS ENVIRONMENT [2.2]
2.3 Productivity		
1. Employees are regularly absent on Mondays.		Micro
2. Suppliers of chicken feed do not deliver stock on time.		Market
3. The storeroom and office block of BCF was destroyed by a Democratic		Macro

3.1 Autocratic

3.2 Laissez-Faire

3.3 Transactional

3.4 Charismatic

4.1. financial institutions

4.2 economic conditions

4.3 publishing

4.4 investors

4.5 experts

4.6 Small investors

4.7 market

5.1 Insurance

5.2 Under-insurance

5.3 Average clause

5.4 Re-instatement

5.5 Indemnification

5.6 Security / Certainty

5.7 Utmost good faith

5.8 Over-insurance

5.9 Excess

5.10 Insurable interest

6.1 Forming stage

6.2 Storming stage

6.3 Norming / Settling / Reconciliation stage

6.4 Performing stage

6.5 Adjourning / Mourning stage

Question 1.1

1. Mac Forestry Plantations
2. Swazi Timber Ltd
3. People's Bank

Question 2.8

1. Continuous improvement of processes and systems
2. Total customer/client satisfaction
3. Continuous skill development
4. Adequate financing and capacity
5. Monitoring & evaluation

Question 2.12

1. deadlines
2. trained
3. productivity
4. reputation/image
5. Investors
6. unhappy/dissatisfied
7. turnover

Question 2.13

1. quality circles
2. Schedule activities
3. Share responsibility
4. Train employees
5. work systems
6. suppliers

Question 3.5

1. Autocratic leadership style
2. Charismatic leadership style
3. Democratic leadership style
4. Laissez Faire leadership style
5. Transactional leadership style

Question 3.9

1. leadership
2. attitude
3. strengths & weaknesses
4. atmosphere
5. thoughts/behaviour/morale
6. team
7. confidence

Question 4.2

1. Managed portfolio
2. Debentures
3. Mutual funds/Stokvel
4. Business venture/Venture capital
5. Endowment policy/Retirement annuity
6. Call Deposit/32 Day Notice account

Question 4.7

1. Ordinary shares
2. Preference shares
3. Bonus shares
4. Founders shares
5. Preference shares

Question 4.11

1. Simple interest
2. Dividends
3. Compound interest
4. Capital gains
5. Debentures

Question 5.2

1. Over-insurance
2. Under-insurance
3. Average clause
4. Re-instatement
5. Excess

Question 6.2

1. goal
2. values
3. individual; consensus
4. trust/respect; honesty
5. communication; conflict
6. accountable; time-frame
7. needs
8. intra-team

Question 6.3

1. Norming stage
2. Adjourning/Mourning stage
3. Performing stage
4. Storming stage
5. Forming stage