



# HILLCREST HIGH SCHOOL

## BUSINESS STUDIES NOVEMBER 2025 GRADE 11 PAPER 2

**TOTAL: 150**

**EXAMINER: MRS M LEPPAN**

**TIME: 2 HOURS**

**MODERATORS: S MTAKWENDE**

**N ZULU**

**B MOFFATT**

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### INSTRUCTIONS AND INFORMATION:

1. Read the instructions carefully before answering the questions.
2. This question paper consists of THREE sections and covers all the topics on Business Environments and Business Operations.  
SECTION A: COMPULSORY  
SECTION B: Consists of THREE questions. Answer any TWO.  
SECTION C: Consists of TWO questions. Answer ONE.
3. Read the questions for each question carefully and take particular note of what is required.
4. Number correctly according to the numbering system used in the question paper. No marks will be awarded for answers that are numbered incorrectly.
5. Answers must be in full sentences, except where other instructions are given.
6. Read the instructions carefully and answer only what is required.
7. Write neatly and legibly.

## SECTION A: COMPULSORY

### QUESTION 1

**1.1 Options are provided as answers to the following questions. Choose the answers and write only the letter (A-D) next to the question number (1.1.1 – 1.1.5) in the answer book, for example 1.1.6 D**

1.1.1 Valentino Ltd is a \_\_\_\_\_.

- A Partnership
- B Public company
- C Private company
- D Non-profit company

1.1.2 \_\_\_\_\_ is when an entrepreneur never give up despite the challenges and problems.

- A Passion
- B Responsibility
- C Hardworking
- D Perseverance

1.1.3 The \_\_\_\_\_ team dynamic theory focus on management styles to create an effective team.

- A Magerison McCann
- B MTR-I Approach
- C Jungian
- D Belbin

1.1.4 \_\_\_\_\_ is unforeseen events that can cause major changes in an organisation.

- A Stress
- B Crisis
- C Conflict
- D Ethics

1.1.5 \_\_\_\_\_ funds are received under some circumstances when a business qualifies for government support to get started.

- A Angel
- B Venture Capital
- C Grants
- D Loans

(5 x 2) 10

**1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1 – 1.2.5) in the ANSWER BOOK.**

Belbin role; Delphi technique; Ethics; Force field technique; Jungian; Limited; Professionalism; Retirement; Retrenchment Unlimited
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- 1.2.1 \_\_\_\_\_ applying a code of conduct set by a profession or business.
- 1.2.2 This problem-solving method looks at two opposing forces that support a problem being solved or changed.
- 1.2.3 The \_\_\_\_\_ team dynamic theory that combine attitudes and personality types.
- 1.2.4 \_\_\_\_\_ liabilities can lead to private or personal assets being seized to pay for the debts of the business.
- 1.2.5 \_\_\_\_\_ is when the business cuts the number of workers to reduce their wages and salary expenses.

(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 – 1.3.5) in the Answer book e.g. 1.3.6 K.**

<b>Column A</b>		<b>Column B</b>
1.3.1 Leasing	A	Creating a culture where employees consider all role players.
1.3.2 Gantt Chart	B	Report that provide data and recommendations for managers.
1.3.3 Ethical and effective business practice	C	A bar chart that illustrates the life span of a business.
1.3.4 Analytical reports	D	Report that provide data without any recommendations.
1.3.5 Teamwork	E	A joint action by a group of people in which each person strives to work towards a common goal.
	F	Method where the business can pay for the use of the assets rather than buying it.
	G	Theory that focus on people values in society.
	H	Bar chart that illustrate a project schedule.
	I	A group of people organised to work together.
	J	Organisation to prevent employers to make all decisions alone.
	K	Method where a business outsources the services rather than performing itself.

**TOTAL SECTION A: 30**

**SECTION B**

Answer only TWO questions from this section.

**QUESTION 2 BUSINESS VENTURES**

- 2.1 List FOUR types of visual aids. (4)
- 2.2 Discuss the meaning of franchising. (4)
- 2.3 Distinguish between Private Companies and Personal Liability Company. (4)
- 2.4 Read the scenario below and answer the questions that follow:

**HERMAN’S MILKSHAKE SHACK(HMS)**  
Herman is a young entrepreneur that took a calculated risk to open a milkshake shop in Bela-Bela. He is confident that he will soon be the best shop in town. He planned that the shop will be carried from generation to generation.

- 2.4.1 Identify the qualities of an entrepreneur from the scenario above and quote to motivate your answer. (6)

Use the table as a guide to answer 2.4.1.

<b>ENTREPRENEURIAL QUALITY</b>	<b>MOTIVATION</b>
1.	
2.	

- 2.4.2 Elaborate on the aspects a business should consider when identifying areas of improvement. (6)
- 2.4.3 Advise Herman how thorough planning and consistency can help to remain profitable. (4)
- 2.4.4 The shops registered name is “Herman’s Milkshake Shake (pty) Ltd.”
  - 2.4.4.1 Identify the form of ownership. (2)
  - 2.4.4.2 Explain the negative impact of the ownership identified in Question 2.4.4.1 (4)
- 2.5 Discuss the reasons why businesses require funding. (6)

**TOTAL: 40**

### **QUESTION 3 BUSINESS ROLES**

- 3.1 Define the term “conflict”. (2)
- 3.2 Discuss the difference between professionalism and ethics. (8)
- 3.3 Explain the advantages of creative thinking. (6)
- 3.4 Outline how a business can apply the Delphi technique to solve problems. (8)
- 3.5 Advise businesses on the advantages of working with others to solve problems. (6)
- 3.6 Elaborate on ways in which professional, ethical and responsible business practices can be conducted. (6)
- 3.7 Recommend the benefits of ethical business ventures. (4)

**TOTAL: 40**

### **QUESTION 4 MISCELLANEOUS**

#### **BUSINESS VENTURES**

- 4.1 Define the meaning of “prospectus”. (2)
- 4.2 Discuss the procedure for the formation of companies. (6)
- 4.3 Outline the contractual implications of leasing. (6)
- 4.4 Advise the business on the purpose of a business plan. (4)
- 4.5 Recommend why it is important to have an action plan. (2)

#### **BUSINESS ROLES**

- 4.6 List FOUR causes of stress in the business environment. (4)
- 4.7 Explain the importance of stress management in the workplace. (6)
- 4.8 Discuss the meaning of Conflict Management theories. (4)
- 4.9 Outline the differences between workplace forums and trade unions. (6)

**TOTAL: 40**  
**TOTAL SECTION B: 80**

## SECTION C

Choose ONE question.

### QUESTION 5 BUSINESS VENTURES

Presentations are the backbone of the business to raise funds. Without initial funding no business can start. Therefore, it is important to plan the presentations properly and respond correctly to the questions asked.

Write a report on the following aspects:

- Explain the importance of presenting business information.
- Discuss the factors to consider when preparing a presentation.
- Outline factors when responding to questions after a presentation.
- Recommend areas for improvement of a business report.

**TOTAL: 40**

### QUESTION 6 BUSINESS ROLES

There is no “I” in teamwork is a saying by many successful entrepreneurs. The different stages of team development and team dynamics influence how team members respond when conflict occur in the business.

Write a report on the following aspects:

- Explain the importance of teamwork.
- Discuss the stages of team development.
- Outline the causes of conflict in a business.
- Recommend reasons why businesses use team dynamic theories.

**TOTAL: 40**

**TOTAL SECTION C: 40**