EXAMINATIONS COUNCIL OF ESWATINI
Junior Certificate Examination

CANDIDATE NAME								
CENTRE NUMBER					CANDIDATE NUMBER			

BUSINESS STUDIES **521/02**

Paper 2 **October / November 2025**

1 hour 45 minutes

Candidates answer on the Question Paper.
Additional material: Calculator

READ THESE INSTRUCTIONS FIRST

Write your name, centre number and candidate number on all the work you hand in.
Answer **all** questions.
Write in **blue** or **black** pen.
Marks are given in [ ] at the end of each question or part question
Special attention must be paid to legibility and neatness.
Name(s) of businesses/persons used in this paper are fictitious.

For Examiner's Use	
1.	
2.	
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Total	

This document consists of **10** printed pages and **2** blank pages.

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SENZAKONKE Plc

Senzakonke Plc produces a variety of furniture such as chairs, tables, sofas, beds, couches, and wardrobes. This business was previously in the public sector. Senzakonke Plc has grown a lot since becoming a public limited company.

The company accepts cheques and other means of payment in exchange for the furniture. Senzakonke Plc also practices barter trade. There are instances whereby customers bring in their old vintage furniture for modern furniture. Senzakonke Plc imports exclusive fabrics and materials from abroad and pays the suppliers through MoneyGram.

Senzakonke Plc management believes in motivation. The business uses monetary rewards to motivate the workers, but one manager was quoted saying “one needs intrinsic motivation to advance”. The management is encouraged by the Directors to be democratic in their leadership.

In the past year, the workers wanted to engage in a strike action. However, effective communication in the company ensured that such an action did not take place. In a meeting with the trade union, workers raised concerns about communication barriers affecting their work. The management appreciates having its workers join a trade union. **Appendix A** shows time spent by management in negotiations.

Appendix A

Negotiating with the trade union	**Negotiating with individual workers**
Time taken: 2 hours per day	Time taken: 1 hour per worker (100 workers in the business)
Maximum negotiation days: 5 days per year	Maximum negotiation days: 60 days per year

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Question 1

Senzakonke Plc was previously in the public sector. The business has grown a lot since becoming a public limited company.

(a) State **three** examples of public sector businesses in Eswatini.

Example 1 ……

Example 2 ……

Example 3 …… [3]

(b) Define the term 'business', such as Senzakonke Plc is one.

……

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…… [3]

(c) Explain **three** reasons for the growth of Senzakonke Plc.

Reason 1 ……

Explanation ……

……

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Reason 2 ……

Explanation ……

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Reason 3 ……

Explanation ……

……

…… [9]

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[Turn over

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Senzakonke Plc is a public limited company that produces a variety of furniture.

(d) Do you agree that operating Senzakonke Plc as a public limited company was the best decision? Justify your answer.

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[Total marks: 25]

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Question 2

The company accepts cheques and also practices barter trade.

(a) State **three** parts of a cheque.

Part 1 ……

Part 2 ……

Part 3 …… [3]

(b) Define the term 'barter trade', as practiced by Senzakonke Plc.

……

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…… [3]

(c) Explain **thre**e advantages of barter trade to the customers of Senzakonke Plc.

Advantage 1 ……..……...

Explanation ……

……

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Advantage 2 ……..……...

Explanation ……...

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Advantage 3 ……..……

Explanation ……...

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…… [9]

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Senzakonke Plc imports exclusive fabrics and materials from abroad and pays the suppliers through MoneyGram.

(d) Do you agree that MoneyGram is the most suitable means of payment for Senzakonke Plc when paying the suppliers of fabrics and materials? Justify your answer.

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[Total marks: 25]

For Examiner's Use

Question 3

Senzakonke Plc management believes in motivation and uses monetary rewards to motivate the workers.

(a) State **three** examples of intrinsic motivation.

Example 1 ……

Example 2 ……

Example 3 …… [3]

(b) Define the term 'motivation' in Senzakonke Plc.

……

……

…… [3]

(c) Explain **three** monetary rewards that Senzakonke Plc could use to motivate the workers.

Monetary reward 1 ……

Explanation ……

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Monetary reward 2 ……

Explanation ……

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Monetary reward 3 ……

Explanation ……

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…… [9]

Management is encouraged by the Directors to be democratic in their leadership.

(d) Do you agree that the democratic leadership style is the most suitable for Senzakonke Plc? Justify your answer.

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[Total marks: 25]

For Examiner's Use

Question 4

The workers wanted to engage in a strike action and raised concerns about communication barriers with the trade union.

(a) State **three** types of strikes that Senzakonke Plc workers could have engaged in.

Type of strike 1 .....

Type of strike 2 .....

Type of strike 3 ..... [3]

(b) Define the term 'effective communication' to Senzakonke Plc management.

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..... [3]

(c) Explain **three** barriers to effective communication that could have affected Senzakonke Plc workers.

Communication barrier 1 .....

Explanation .....

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Communication barrier 2 .....

Explanation .....

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Communication barrier 3 .....

Explanation .....

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..... [9]

The management of Senzakonke Plc appreciates having its workers join a trade union.

(d) Using information from Appendix A and other relevant information, do you agree that it is beneficial for Senzakonke Plc workers to join a trade union? Justify your answer.

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[Total marks: 25]

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