



# basic education

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**BUSINESS STUDIES P2**

**EXEMPLAR 2020**

**MARKS: 150**

**TIME: 2 hours**

**This question paper consists of 10 pages.**

**INSTRUCTIONS AND INFORMATION**

Read the following instructions carefully before answering the questions.

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

- Read the instructions for each question carefully and take particular note of what is required.

Note that ONLY the first TWO questions in SECTION B and 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 guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
<b>A: Objective-type questions COMPULSORY</b>	1	30	30
<b>B: THREE direct/indirect-type questions CHOICE: Answer any TWO.</b>	2	40	30
	3	40	30
	4	40	30
<b>C: TWO essay-type questions CHOICE: Answer any ONE.</b>	5	40	30
	6	40	30
<b>TOTAL</b>		<b>150</b>	<b>120</b>

- Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
- 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 answer and write only the letter (A–D) next to the question numbers (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 William, the manager of Eden Supermarket, applies the ... leadership style when delegating tasks to followers without supervision.

- A autocratic
- B democratic
- C laissez-faire/free-reign
- D charismatic

1.1.2 The ... company provides essential services such as water and electricity at reasonable prices.

- A personal liability
- B state-owned
- C public
- D private

1.1.3. An example of a non-verbal presentation is information in the form of a/an ...

- A written report.
- B data projector.
- C video conference.
- D oral report.

1.1.4 Thembi allows Joyce time to speak in an angry manner without attacking her. This is an example of dealing with a/an ... personality.

- A complaining
- B quiet
- C expert
- D aggressive

1.1.5 Team dynamic theories help businesses to ...

- A allocate tasks to team members with similar personalities.
- B allocate tasks according to the role of each team member.
- C establish good relationships with teams.
- D promote individual satisfaction. (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. to 1.2.5) in the ANSWER BOOK.

simple interest; problem-solving; health and safety representative;  
language; decision making; retirement annuities; age;  
employer; compound interest; liability policies

1.2.1 Thandeka earned ... calculated on the principal amount and accumulated interest.

1.2.2 An investor can only withdraw money from ... when he/she reaches a certain age.

1.2.3 A business that appoints an interpreter for meetings is addressing ... as a diversity issue.

1.2.4 The responsibility of the ... is to provide all the necessary equipment for workers to perform their duties in a favourable work environment

1.2.5 Sam considered various alternatives before choosing the best solution to solve a business problem. This is known as ... (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 number (1.3.1 to 1.3.5) in the ANSWER BOOK, for example 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Creative thinking	A	only young people are considered for appointments
1.3.2	Interactive whiteboards	B	useful in brainstorming sessions as suggestions are summarised
1.3.3	Inclusivity	C	enables consumers to make loans at financial institutions
1.3.4	Debentures	D	uses routine methods to solve problems
1.3.5	Economic right	E	allows employees to have access to health care
		F	enables businesses to make loans from investors
		G	useful to capture feedback and new ideas
		H	people from different backgrounds are employed
		I	uses non-routine methods to solve problems
		J	allows employees to be paid equally for work of equal value

(5 × 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, e.g. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

**QUESTION 2: BUSINESS VENTURES**

- 2.1 Give FOUR examples of insurable risks. (4)
- 2.2 State FOUR principles of insurance. (4)
- 2.3 Tammy allocates tasks to employees according to their level of maturity.
- 2.3.1 Identify the leadership theory that Tammy is applying. (2)
- 2.3.2 Discuss the leadership theory identified in QUESTION 2.3.1. (6)
- 2.4 Distinguish between a *private company* and a *public company*. (8)
- 2.5 Read the scenario below and answer the questions that follow.

**MOUNTAIN HOTEL (MH)**

Sihle, the owner of Mountain Hotel, applies the democratic leadership style to manage his employees. He has a positive attitude and knows that there is always more to learn. Sihle models the behaviour that he wants to see in his followers.

- 2.5.1 Quote TWO roles of personal attitude in successful leadership displayed by Sihle in the scenario above. (2)
- 2.5.2 Explain to Sihle the impact of the democratic leadership style on MH as a business. (8)
- 2.6 Evaluate the impact of a PowerPoint presentation as a visual aid. (6)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 State FOUR steps in problem-solving. (4)
- 3.2 Name any FOUR human rights in the workplace. (4)
- 3.3 Read the scenario below and answer the questions that follow.

**JUNE TRADERS (JT)**

June Traders have been making large profits in the past three years. They decided to invest in communities by donating school uniforms. Sporting facilities were also provided by JT to promote a healthy lifestyle.

- 3.3.1 Quote TWO ways in which JT contributed to the well-being of their communities. (2)
- 3.3.2 Discuss the impact of corporate social investment (CSI) on JT as a business. (4)
- 3.4 Describe any TWO criteria for successful team performance. (6)
- 3.5 Read the scenario below and answer the question that follows.

**SMOOTH FURNITURE LTD (SF)**

Smooth Furniture Ltd wanted to change the designs of some of their furniture. Employees were requested to suggest new ideas in a large group without working individually. These ideas were used to inspire new thoughts. The management of SF evaluated the advantages and disadvantages of each idea.

Identify TWO problem-solving techniques used by Smooth Furniture Ltd. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5.

PROBLEM-SOLVING TECHNIQUE	MOTIVATION
1.	
2.	

- 3.6 Discuss the correct procedure to deal with grievances in the workplace. (8)
- 3.7 Recommend ways in which businesses could create an environment that stimulates creative thinking in the workplace. (6)

**[40]**

**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

- 4.1 Identify the types of business investment opportunities that were used by Prime Plumbers in EACH statement below:
- 4.1.1 Prime Plumbers invested R50 000 for six months at a favourable interest rate with a financial institution.
- 4.1.2 Prime Plumbers received dividends for their portion of ownership in Blue Range Ltd. (4)
- 4.2 Outline TWO factors that should be considered when preparing for a presentation. (4)
- 4.3 Explain return on investment as one of the factors that may be considered when making investment decisions. (4)
- 4.4 Distinguish between *leadership* and *management*. (8)

**BUSINESS ROLES**

- 4.5 Identify the stages of team development applicable to Shiburi Construction team in EACH statement below:
- 4.5.1 Team members compare each other's ideas and fight for a leadership position.
- 4.5.2 The team is aware of its aims and makes decisions without supervision.
- 4.5.3 Team members gather information about the task that must be performed. (6)
- 4.6 Explain ways in which businesses could contribute time and effort to improve the well-being of employees. (6)



4.7 Read the scenario below and answer the questions that follow

**LIZEL CLOTHING MANUFACTURERS (LCM)**

The management of Lizel Clothing Manufacturers has appointed health and safety representatives. They will be responsible for checking the effectiveness of LCM's health and safety measures. They should also identify potential dangers in the workplace.

4.7.1 Quote TWO roles of the health and safety representatives from the scenario above. (2)

4.7.2 Advise LCM on the other roles of health and safety representatives in the workplace. (6)  
**[40]**

**TOTAL SECTION B: 80**

**SECTION C**

Answer ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of each question chosen. The answer to the CHOSEN question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on a NEW page.

**QUESTION 5: BUSINESS VENTURES (INVESTMENTS AND FORMS OF OWNERSHIP)**

Peter and Teko are partners in P & T Consultancy. They are considering investing their surplus funds in the RSA retail savings bonds/Government retail bonds and also in preference shares of companies listed on the JSE.

Keeping the above scenario in mind, write an essay on investments and forms of ownership in which you include the following aspects:

- Outline the functions of the JSE.
- Describe FOUR types of preference shares.
- Evaluate the impact of the RSA retail savings bonds/Government retail bonds on investors.
- Advise Peter and Teko on how the following factors could contribute to the success and/or failure of their partnership:
  - Management
  - Legislation

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

According to the King Code principles, businesses are expected to conduct their operations in an ethical and professional manner. Many businesses develop strategies to address unethical business practices remain competitive and sustainable.

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

- Elaborate on the meaning of *ethical behaviour*.
- Explain how the following unethical business practices can pose a challenge to businesses:
  - Unfair advertising
  - Pricing of goods in rural areas
  - Taxation/Tax evasion
- Advise businesses on how they could apply *accountability* and *transparency* as King Code principles for good corporate governance.
- Suggest ways in which professional, responsible, ethical and effective business practice should be conducted.

**[40]**

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**