



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

BUSINESS STUDIES P2

2021

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 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 correctly 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	30
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	2	40	30
	3	40	30
	4	40	30
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	30
TOTAL		150	120

- 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 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 Jane uses the... leadership style by allowing her employees to give their inputs when making strategic decisions.

- A transactional
- B charismatic
- C autocratic
- D democratic

1.1.2 The dividend on ... shares is paid to shareholders at a fixed rate.

- A ordinary
- B bonus
- C preference
- D founder's

1.1.3 Matt & Jan Attorneys are jointly and severally liable for the debts of the business. This form of ownership is known as a ...

- A public company.
- B partnership.
- C non-profit company.
- D private company.

1.1.4 Businesses apply the ... technique when they distribute questionnaires to a panel of experts to find a solution for their business problem.

- A force-field analysis
- B empty-chair
- C nominal group
- D delphi



1.1.5 Team members clarify their roles and reach consensus during the ... stage of team development.

- A norming
- B storming
- C forming
- D performing

(5 x 2) (10)



- 1.2. Complete the following statements by using the word(s) 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.

private; social; age; reinstatement; bar graph; public;
line graph; cultural; average; gender

- 1.2.1 Auto Insurance Ltd applies the ... clause when goods are insured for less than their market value.
- 1.2.2 A ... company raises additional capital by issuing shares to existing shareholders.
- 1.2.3 Thobeka Enterprises used a series of vertical rectangles, known as a ..., to display a set of sales figures.
- 1.2.4 Businesses are dealing with ... as a diversity issue when they encourage older employees to mentor younger employees.
- 1.2.5 Tax Bank promotes ... rights by allowing their employees to participate in HIV/Aids awareness programmes. (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, e.g. 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Leadership	A	upholding moral standards when doing business
1.3.2	Compulsory insurance	B	group generates possible alternative solutions
1.3.3	Social responsibility	C	ability of an individual to enforce rules on followers
1.3.4	Ethical behaviour	D	businesses are not required by law to register with the Compensation Fund
1.3.5	Decision-making	E	obligation to work towards improving the productivity of the business
		F	ability of an individual to influence and guide followers
		G	businesses are required by law to register with the Compensation Fund
		H	upholding the code of conduct of a specific profession
		I	obligation to work towards improving the welfare of communities
		J	senior manager considers alternative solutions before choosing the best one



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

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any TWO factors that should be considered when making investment decisions. (2)
- 2.2 Identify the form of investment chosen by Tebogo in EACH statement below:
- 2.2.1 Tebogo invested a small amount of money in a financial institution where it is managed by a fund manager.
- 2.2.2 He chose an investment listed on the JSE with no charges and commission payable. (4)
- 2.3 Read the scenario below and answer the questions that follow.

HIGH QUALITY DESIGNERS (HQD)

High Quality Designers wants to improve the quality of their products. They encourage and motivate their employees to adapt to change quickly. Management always applies the leadership style that suits the task at hand. HQD is aware of the role of personal attitude in successful leadership.

- 2.3.1 Identify TWO leadership theories applied by HQD. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.1.

LEADERSHIP THEORIES	MOTIVATIONS
1.	
2.	

- (6)
- 2.3.2 Discuss the role of personal attitude in successful leadership. (4)
- 2.4 Explain how the following factors could contribute to the success and/or failure of a public company.
- 2.4.1 Capital (4)
- 2.4.2 Legislation (4)



- 2.5 Discuss any TWO principles of insurance. (6)
- 2.6 Read the scenario below and answer the questions that follow.

RUBAN MANUFACTURERS (RM)

Ruban Manufacturers took out insurance for their key personnel. They were compensated when one member of the key personnel died. RM was also paid out for loss of income after employees went on strike due to salary cuts.

- 2.6.1 Quote TWO advantages of insurance for RM from the scenario above. (2)
- 2.6.2 Explain other advantages of insurance for businesses. (4)
- 2.7 Advise businesses on any TWO aspects that should be considered when designing a multimedia presentation. (4)

[40]



QUESTION 3: BUSINESS ROLES

- 3.1 State any FOUR corporate social investment (CSI) focus areas. (4)
- 3.2 Identify the type of unethical business practice applicable to Melusi Enterprise in EACH statement below:
- 3.2.1 Melusi Enterprise does not declare all their income to the South African Revenue Services (SARS). (6)
- 3.2.2 The business charges higher prices for goods of inferior quality in the villages. (6)
- 3.2.3 They criticised the products of Tony Enterprise in their promotional campaigns. (6)
- 3.3 Explain the impact of corporate social responsibility (CSR) on communities. (6)
- 3.4 Discuss the benefits of diversity in the workplace. (6)
- 3.5 Read the scenario below and answer the questions that follow.

KESHNI CONSTRUCTION (KC)

Keshni Construction services all the equipment that is used at their construction sites. The workers take care of their own health and safety. KC provides employees with personal protective clothing.

- 3.5.1 Quote TWO responsibilities of KC as the employer in promoting human health and safety in the workplace from the scenario above. (2)
- 3.5.2 Advise KC on other responsibilities of the employer in promoting human health and safety in the workplace. (4)
- 3.6 Explain how businesses can create an environment that promotes creative thinking in the workplace. (4)
- 3.7 Suggest ways in which businesses can deal with the following difficult personalities in the workplace:
- 3.7.1 Quiet (4)
- 3.7.2 Expert (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

- 4.1 Name any TWO examples of long-term insurance. (2)
- 4.2 Outline the advantages of a non-profit company. (4)
- 4.3 Explain the functions of the Johannesburg Securities Exchange (JSE). (6)
- 4.4 Read the scenario below and answer the questions that follow.

Maharaj Incorporated invested an amount of R5 000 over a period of two years at 8% compounded interest per year in a fixed deposit.

- Calculate the interest amount that Maharaj Incorporated will receive after TWO years. Show ALL calculations. (4)
- 4.5 Suggest situations in which the laissez-faire/free-reign leadership style can be applied in the workplace. (4)

BUSINESS ROLES

- 4.6 State any FOUR human rights in the workplace. (4)
- 4.7 Read the scenario below and answer the questions that follow.

MARY TEXTILES (MT)

Mary Textiles intends to introduce a new product range in their summer collection. They considered all the supporting and opposing ideas for change. MT also requested employees to generate new ideas aloud in large groups.

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

Use the table below as a GUIDE to answer QUESTION 4.7.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

- 4.8 Explain how businesses can apply the King Code principle of *accountability* for good corporate governance to improve their ethical business conduct. (4)
- 4.9 Recommend ways in which businesses can contribute time and effort in improving the well-being of employees. (6)

[40]

TOTAL SECTION B: 80





SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the chosen question. The answer to EACH 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 (PRESENTATION)

An effective business presentation requires presenters to be well prepared. Many presenters prefer to use handouts and interactive whiteboards to cater for different audiences. It is important that presenters handle feedback in a non-aggressive and professional manner. They should strive to improve on their next presentation.

Write an essay on an effective business presentation in which you include the following aspects:

- Outline factors that should be considered when preparing for a presentation.
- Discuss the impact of handouts and interactive whiteboards as types of visual aids.
- Explain how the presenter should handle feedback after a presentation in a non-aggressive and professional manner.
- Suggest areas of improvement to the presenter for his/her next presentation.

[40]

QUESTION 6: BUSINESS ROLES (TEAM PERFORMANCE AND CONFLICT MANAGEMENT)

Management should have a clear distinction between conflict and grievance in the workplace. They must also be able to identify the causes of conflict and apply the criteria for successful team performance. Effective teams depend on the application of the team dynamic theories.

Write an essay on team performance and conflict management in which you include the following aspects:

- Outline the differences between *conflict* and *grievance*.
- Explain the causes of conflict in the workplace.
- Discuss FOUR criteria for successful team performance.
- Advise businesses on the importance of team dynamic theories in improving team performance.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

