



**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

JUNE 2023

BUSINESS STUDIES P2

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 answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected 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 guide for mark and time allocation when answering each question.

| SECTION | QUESTION | MARKS | TIME (minutes) |
|--|----------|------------|-------------------|
| A: Objective-type questions COMPULSORY | 1 | 30 | 20 |
| B: THREE direct/indirect-type questions CHOICE: Answer any TWO. | 2 | 40 | 70 |
| | 3 | 40 | |
| | 4 | 40 | |
| C: TWO essay-type questions CHOICE: Answer any ONE. | 5 | 40 | 30 |
| | 6 | 40 | |
| 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 number (1.1.1–1.1.5) in the ANSWER BOOK, for example 1.1.6 D.

1.1.1 Sizwe uses a ... leadership style when rewarding his employees for reaching their targets.

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

1.1.2 Selling an asset that has increased in value since it was bought, refers to ...

- A dividends.
- B a prospectus.
- C duties.
- D capital gain.

1.1.3 An example of long-term insurance:

- A Vehicle insurance
- B Retirement annuity
- C Money in transit
- D Personal liability

1.1.4 Fast Traders applied the ... technique when they distributed 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 The correct procedure to deal with ... requires an aggrieved employee to first report the matter to his/her immediate supervisor.

- A conflict
- B conduct
- C grievances
- D difficult employees

(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.

| |
|--|
| reinsurance; unfair; indecisive person; reinstatement; Force-field analysis; RSA Retail Saving Bonds; misleading; fixed deposit; expert; brainstorming |
|--|

- 1.2.1 The stipulation of ... is applicable when property is over-insured.
- 1.2.2 Linda invests her money in ... because there are no charges payable on this form of investment.
- 1.2.3 An example of ... advertising is demonstrated when an advertisement excludes sections of the population.
- 1.2.4 Grand Enterprise applied the ... problem-solving technique when weighing up the pros or cons before its exploration of gas in the Wild Coast.
- 1.2.5 Njoli Trading dealt with an ... as a type of difficult personality when they stayed in control and guided John through alternatives.

(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 Debenture | A ability of an individual to influence followers |
| 1.3.2 Excess | B alternatives are considered before deciding on the best one |
| 1.3.3 Management | C develop and implement programmes that aimed to protect communities |
| 1.3.4 Problem-solving | D amount that the insured may transfer to another person |
| 1.3.5 Accountability | E enables business to obtain short-term loans from financial institutions |
| | F amount that the insured must pay when a claim is lodged |
| | G ability to enforce rules on followers |
| | H enables businesses to obtain loans from investors |
| | I develop regular communication between management and stakeholders |
| | J alternative solutions are generated and critically evaluated |

(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 FOUR types of investment opportunities. (4)
- 2.2 Identify the leadership styles applied by Steven to manage his employees in EACH statement below:
- 2.2.1 Steven requests employees to share ideas when important decisions need to be made
- 2.2.2 He uses his personality to inspire employees to do more than what is normally expected (4)
- 2.3 Explain the *situational leadership theory*. (6)
- 2.4 Read the scenario below and answer the questions that follow.

KHULISA LIMITED (KL)

Khulisa Limited offers different kinds of shares to shareholders. Some shareholders bought shares that will allow them to receive fixed dividends. Others bought shares that allowed them to only receive dividends when profit is made. KL is listed on the Johannesburg Security Exchange.

- 2.4.1 Identify TWO types of shares offered by KL. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.4.1.

| TYPES OF SHARES | MOTIVATIONS |
|-----------------|-------------|
| 1. | |
| 2. | |

(6)

- 2.4.2 Explain the functions of Johannesburg Securities Exchange (JSE). (4)
- 2.5 Discuss the advantages of unit trusts as a form of investment. (4)

2.6 Read the scenario below and answer the questions that follow.

MOSES PROPERTIES (MP)

Moses Properties bought a house worth R600 000, but insured it for R300 000. A fire destroyed part of the house to the value of R50 000.

2.6.1 Name the insurance clause that is applicable to the scenario above. (2)

2.6.2 Calculate the amount that Moses Properties will receive as compensation from the insurer. Show ALL calculations. (4)

2.7 Suggest situations in which the autocratic leadership style can be applied in the workplace. (6)

[40]

QUESTION 3: BUSINESS ROLES

3.1 Name any FOUR examples of ethical business practices. (4)

3.2 Outline the difference between *grievance* and *conflict*. (4)

3.3 Read the scenario below and answer the questions that follow.

KHAYA CABINETMAKERS (KC)

Khaya Cabinetmakers has experienced a loss of profits in recent years. KC requested employees to divide themselves into smaller groups and silently generate ideas on how the product can be improved. Employees are also encouraged to use creative thinking skills to generate new ideas on increasing profits.

3.3.1 Identify the problem-solving technique used by Khaya Cabinetmakers. Motivate your answer by quoting from the scenario above. (3)

3.3.2 Discuss ways in which businesses could create an environment that promotes creative thinking in the workplace. (4)

3.4 Explain the advantages of brainstorming in solving complex business problems. (6)

3.5 Read the scenario below and answer the questions that follow.

MASIZAKHE FARMING PROJECT (MFP)

Masizakhe Farmer Project consists of a group of five members. Zuko always questions the other members' ideas which causes conflict. However, all team members are aware of the strategies and aims of the team.

3.5.1 Identify TWO stages of team development that were experienced by MFP. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5.1.

| STAGES OF TEAM DEVELOPMENT | MOTIVATIONS |
|----------------------------|-------------|
| 1. | |
| 2. | |

(6)

3.5.2 Explain ANY ONE of the other stages of team development. (3)

3.6 Discuss the advantages of creative thinking in the workplace. (6)

3.7 Suggest ways in which businesses could deal with difficult employees in the workplace. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Name any FOUR factors that should be considered when making investment decisions. (4)

4.2 Read the scenario below and answer the question that follows.

Lungi invested R150 000 at Cash Bank over a period of two years at 12% compounded interest per year.

4.2.1 Calculate the amount that Lungi will receive after TWO years. Show ALL calculations. (4)

4.3 Explain the role of personal attitude in successful leadership. (6)

4.4 Discuss the impact of Laissez-faire/Free-reign leadership style on businesses. (6)

BUSINESS ROLES

4.5 State any TWO criteria for successful team performance. (2)

4.6 Read the scenario below and answer the questions that follow.

KHULULA STEEL MANUFACTURING (KSM)

The management of Khulula Steel Manufacturing provided a solution to a production problem by identifying the problem first. The employees of KSM were also approached to assist during the problem-solving process. Thereafter KSM identified alternative solutions to their problem.

4.6.1 Quote TWO problem-solving steps from the scenario above. (2)

4.6.2 Describe any TWO other problem-solving steps. (6)

4.7 Explain how pricing of goods in rural areas as a type of unethical business practice poses challenges to businesses. (6)

4.8 Advise businesses on the importance of team dynamic theories in improving team performance. (4)

[40]

TOTAL SECTION B: 80

SECTION C

Answer ONE question in this section.

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

QUESTION 5: BUSINESS VENTURES (INVESTMENT: INSURANCE)

Businesses are faced with a variety of uncertainty and risks every day. For this reason, businesses and individuals take out insurance to cover the potential losses. They must be well informed of the principles of insurance before signing an insurance contract. Businesses must be aware of different types of benefits paid out by the Unemployment Insurance Fund to contributors.

Write an essay on insurance in which you include the following aspects:

- Outline the differences between *compulsory* and *non-compulsory* insurance.
- Explain the importance of insurance for businesses.
- Discuss any THREE principles of insurance.
- Advise business on the types of benefits paid out by the Unemployment Insurance Fund.

[40]

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Businesses are required to conduct their operations in an ethical and professional manner. Unprofessional business practices will have a negative impact on business operations. According to the King Code principle, it is the legal duty of key stakeholders and the board of directors to act in good faith.

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

- Outline the differences between *ethical* and *professional behaviour*.
- Explain how the following types of unprofessional business practices can pose challenges to businesses:
 - Sexual harassment
 - Unauthorised use of workplace funds and resources
 - Abuse of work time
- Discuss ways in which professional, responsible, ethical and effective business practice should be conducted.
- Advise businesses on how they can apply the King Code principle of *transparency* for good corporate governance to improve their ethical business conduct.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150