



**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2023

BUSINESS STUDIES P2

MARKS: 150

TIME: 2 hours

This question paper consists of 9 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 a 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, for example 1.1.6 D.

1.1.1 Jabu, the team leader at Group Projects, uses a ... leadership style when implementing decisions without consulting employees.

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

1.1.2 Sizani & Paul Attorneys are jointly and severally liable for the debts of the business. This form of ownership is known as a ...

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

1.1.3 Nicky handled the feedback session after his presentation in a professional manner when he ...

- A defended his mistakes that were pointed out by the audience.
- B addressed only the person that posed the question.
- C summarised the main points of the presentation.
- D kept his answers short and to the point.

1.1.4 Masande Ltd has identified ... as one of their corporate social investment (CSI) focus areas.

- A rural development
- B employment equity
- C business ethics
- D supply chains

1.1.5 The process a manager uses to choose the best solution, is known as ...

- A problem-solving.
- B routine thinking.
- C decision-making.
- D brainstorming.

(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.

language; graphs; reinstatement; expert; tables; average clause; tax avoidance; aggressive; race; tax evasion

- 1.2.1 Good Insurance LTD applied ... when goods were insured by Fred Traders for more than its market value.
- 1.2.2 Steven, a sales manager at YX Traders, uses ... to display sales figures in columns and rows during his presentation to management.
- 1.2.3 A business that appoints an interpreter for meetings is addressing ... as a diversity issue.
- 1.2.4 Kevin Logistics deals with ... as a type of unethical businesses practice by submitting all tax returns to SARS on time.
- 1.2.5 Managers deal with ... personalities by allowing them sufficient time to speak without intimidating others.

(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, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Debentures	A upholding moral standards when doing business
1.3.2 Road Accident Fund	B improves the image of the business and increases profits
1.3.3 State-owned companies	C issued to raise own capital from the shareholders
1.3.4 Corporate social responsibility	D compensate pedestrians for injuries sustained due to negligent drivers
1.3.5 Ethical behaviour	E losses must be met by the directors
	F issued to raise borrowed capital from the public
	G improves the standard of living of the community without return on investments
	H losses must be met by the taxpayers
	I upholding the code of conduct of a specific profession
	J compensate employees for injuries sustained in the workplace

(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 THREE examples of short-term insurance. (3)
- 2.2 Outline aspects that should be considered when designing a multimedia presentation. (4)
- 2.3 Read the scenario below and answer the question that follows.

Inzalo Enterprise invested an amount of R15 000 over a period of two years at 8% compounded interest per year in a fixed deposit.

- Calculate the interest amount that Inzalo Enterprise will receive after TWO years. Show ALL calculations. (4)
- 2.4 Explain the importance of insurance for businesses. (6)
- 2.5 Read the scenario below and answer the questions that follow.

PERFECT DEALERS (PD)

Emihle, the sales manager at Perfect Dealers, made a presentation to the board of directors. She distributed hard copies of the sales figures to them before the start of her presentation.

- 2.5.1 Identify the visual aid that Emihle used during her presentation. Motivate your answer by quoting from the scenario above. (3)
- 2.5.2 Describe the positive impact of the visual aid identified in QUESTION 2.5.1. (4)
- 2.6 Differentiate between *management* and *leadership*. (4)
- 2.7 Discuss how the following criteria could contribute to the success and/or failure of a public company:
- 2.7.1 Management (4)
- 2.7.2 Legislation (4)
- 2.8 Suggest situations in which the *laissez-faire/free-reign* leadership style can be applied in the workplace. (4)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name any TWO human rights in the workplace. (2)
- 3.2 Outline the benefits of diversity in the workplace. (6)
- 3.3 Read the scenario below and answer the questions that follow.

ZINTLE BRICKS (ZB)

Zintle Bricks specialises in the manufacturing of quality bricks. ZB provides personal protective clothing to workers. The employees of ZB take care of their own health and safety when manufacturing bricks. They report all accidents, that have occurred, to the management by the end of the day.

- 3.3.1 Quote TWO responsibilities of the employees at ZB in promoting human health and safety in the workplace from the scenario above. (2)
- 3.3.2 Advise ZB on other responsibilities of the employees in promoting human health and safety in the workplace. (4)
- 3.4 Explain how abuse of work time, as a type of unprofessional business practice, poses challenges to businesses. (6)
- 3.5 Discuss the advantages of creative thinking in the workplace. (4)
- 3.6 Read the scenario below and answer the question that follows.

BOREHOLE TECH (BT)

Borehole Tech intends to introduce a new electronic drilling system. They considered all the pros and cons for changing to the new system. BT also requested a panel of experts to do research on the challenges of this system.

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

Use the table below as a GUIDE to answer QUESTION 3.6.1.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

- 3.7 Discuss the correct procedure to deal with grievances in the workplace. (6)
- 3.8 Suggest ways in which professional, responsible, ethical and effective business practice should be conducted. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 State any TWO leadership theories. (2)
- 4.2 Read the scenario below and answer the question that follows.

KAMESH TRADERS (KT)

Kamesh Traders took out an insurance contract with Secure Insurer. KT was honest when entering into the contract by disclosing all the relevant facts. Kamesh also insured himself in the event of a loss of life.

- 4.2.1 Identify TWO principles of insurance applicable to KT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.2.1.

PRINCIPLES OF INSURANCE	MOTIVATIONS
1.	
2.	

- 4.3 Discuss factors that must be considered when preparing for a presentation. (6)
- 4.4 Evaluate the impact of fixed deposits as a form of investment. (6)

BUSINESS ROLES

- 4.5 List any TWO King Code principles for good corporate governance. (2)
- 4.6 Read the scenario below and answer the questions that follow.

MEGA MANUFACTURING (MM)

Mega Manufacturing specialises in the manufacturing of school shoes. MM provides adult basic education. They also invest in job creation projects in their community. MM strives to maintain a balance between the triple bottom line elements.

- 4.6.1 Quote TWO examples of CSI projects in the scenario above. (2)
- 4.6.2 Explain the relationship between social responsibility and triple bottom line. (6)
- 4.7 Discuss how businesses could deal with *poverty* as a diversity issue in the workplace. (6)
- 4.8 Recommend ways in which businesses can create an environment that promotes creative thinking. (4)

[40]**TOTAL SECTION B: 80**

SECTION C

Answer ANY ONE question in this section.

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

Businesses invest in a variety of shares, including ordinary and preference shares for future growth. Some businesses consider investment factors before investing their surplus funds in unit trusts. Therefore, businesses must be aware of the functions of the Johannesburg Security Exchange.

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

- Outline the differences between *ordinary* and *preference shares*.
- Explain any THREE factors that should be considered when making investment decisions.
- Discuss the impact of unit trusts as a form of investment.
- Advise the businesses on the functions the Johannesburg Security Exchange (JSE).

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

Conflicts can arise when different people are working together therefore, businesses must be able to handle conflict. Businesses must familiarise themselves with the stages of team development and also find ways to deal with difficult employees.

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

- Outline causes of conflict in the workplace.
- Explain how businesses could handle conflict in the workplace.
- Discuss THREE stages of team development.
- Suggest different ways in which businesses can deal with difficult employees in the workplace.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150