basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P2

NOVEMBER 2023

MARKS: 150

TIME: 2 hours

This question paper consists of 9 pages.

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INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. 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.

2. 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.

3. 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.

4. Except where other instructions are given, answers must be written in full sentences.

5. Use the mark allocation and nature of each question to determine the length and depth of an answer.

6. 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**

7. Begin the answer to EACH question on a NEW page, e.g. QUESTION 1 – new page, QUESTION 2 – new page.

8. You may use a non-programmable calculator.

9. 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 Mandla applied the … leadership theory when he encouraged his team to be creative when dealing with drastic changes in a dynamic work environment.

A situational
B leaders and followers
C transformational
D transactional

1.1.2 The directors of a … company are jointly and severally responsible for the debts of the business.

A non-profit
B personal liability
C state-owned
D private

1.1.3 The principal amount remains the same for the duration of the investment period when calculating … earned.

A simple interest
B capital gain
C compound interest
D dividends

1.1.4 Employees of Ntsako Trading used the internet facilities of the business after working hours without permission. This refers to … as a type of unprofessional business practice.

A unproductive employees
B abuse of work time
C difficult employees
D unauthorised use of workplace funds and resources

1.1.5 Businesses develop counselling programmes and train counsellors as a strategy to deal with … as a socio-economic issue.

A poverty
B HIV/Aids
C inclusivity
D unemployment (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.

planet; expert; cooperative; over-insured; decision-making; partnership; under-insured; problem-solving; complainer; people

1.2.1 The average clause is applied when assets are … to determine the amount that will be paid to the insured.

1.2.2 The … as a form of ownership has no legal personality and lacks continuity.

1.2.3 Fuze Enterprises focuses on … as a triple bottom-line element by participating in projects aimed at uplifting communities.

1.2.4 A manager considers various alternatives before selecting the best one. This is known as …

1.2.5 Tim, the supervisor, is firm and assertive when dealing with a/an … as a type of difficult personality. (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	Bonus shares	A	a large group of employees makes suggestions to inspire new thoughts
1.3.2	Management	B	promotes a platform for employees to raise their dissatisfaction without victimisation
1.3.3	Delphi technique	C	team members have a positive attitude of support towards other members
1.3.4	Freedom of speech and expression	D	issued as compensation for unpaid dividends
1.3.5	Shared values	E	use power because of their knowledge and skills
		F	a group of experts solves business problems without bringing them together
		G	issued as compensation to promoters of the company
		H	team members respect the skills of other members
		I	promotes mutual interaction between internal and external stakeholders
		J	use power because of the position of authority

(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 List any FOUR examples of non-verbal presentations. (4)

2.2 Outline the role of personal attitude in successful leadership. (6)

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

BIZANA SPORTSWEAR (BS)

Bizana Sportswear has retail outlets throughout the country. The management of BS allows their employees to participate in the decision-making process.

2.3.1 Identify the leadership style applied by BS in the scenario above. (2)

2.3.2 Suggest situations in which the leadership style identified in QUESTION 2.3.1 can be applied in the workplace. (4)

2.4 Discuss the impact of Government/RSA Retail Savings Bonds as a form of investment. (6)

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

GREEN LOGISTICS (GL)

Green Logistics is in the process of investing their surplus funds. They considered the investment period and possible risk in the different investment options. GL also identified venture capital as the best investment opportunity to expand their business.

2.5.1 Name TWO factors that GL considered when making an investment decision in the scenario above. (2)

2.5.2 Explain venture capital as a type of investment opportunity. (4)

2.6 Discuss the Unemployment Insurance Fund (UIF) as a type of compulsory insurance. (6)

2.7 Advise businesses on how the *division of profits* could contribute to the success and/or failure of a public company. (6)

[40]

QUESTION 3: BUSINESS ROLES

3.1 Name any TWO problem-solving steps. (2)

3.2 Outline the causes of conflict in the workplace. (6)

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

ZAMA TECHNOLOGIES (ZT)
Zama Technologies recognise diversity issues to achieve an inclusive workforce. They encourage younger employees to respect older employees and to learn from them. ZT also built ramps for wheelchairs at the entrance of their office.

Identify TWO diversity issues addressed by ZT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3.

DIVERSITY ISSUES	MOTIVATIONS
1.	
2.	

(6)

3.4 Explain the advantages of creative thinking in the workplace. (6)

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

EKSTEEN HOTELS (EH)
Eksteen Hotels provide transport for employees who work unusually long hours. They pay fair bonuses to employees as acknowledgement of their hard work and commitment. EH also implements ethically correct business decisions to avoid polluting the environment.

3.5.1 Quote TWO ways in which EH contributed time and effort in improving the well-being of employees from the scenario above. (2)

3.5.2 Describe other ways in which businesses could contribute time and effort in improving the well-being of employees. (4)

3.6 Explain how businesses can apply the following King Code principles for good corporate governance to improve ethical business conduct:

3.6.1 Transparency (4)

3.6.2 Accountability (4)

3.7 Recommend ways in which businesses could deal with *pricing of goods in rural areas* as a type of unethical business practice. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 State any TWO types of preference shares. (2)

4.2 Outline the advantages of a non-profit company. (4)

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

ADONISI FASHION (AF)

The management of Adonisi Fashion wants to insure their stock against fire, changes in fashion and theft. They conducted research on insurable risks and understand the importance of insurance.

4.3.1 Name TWO insurable risks in the scenario above. (2)

4.3.2 Explain the advantages of insurance for businesses. (6)

4.4 Advise businesses on the functions of the Johannesburg Securities Exchange (JSE). (6)

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4.5 Outline the economic rights of employees in the workplace. (4)

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

JASON ENTERPRISE (JE)

Jason Enterprise is experiencing a decrease in sales in one of their product lines. JE requested their employees to generate ideas silently on their own before sharing them with others.

4.6.1 Identify the problem-solving technique applied by JE in the scenario above. (2)

4.6.2 Explain other ways in which JE can apply the problem-solving technique identified in QUESTION 4.6.1. (4)

4.7 Discuss the impact of corporate social responsibility (CSR) on communities. (6)

4.8 Advise businesses on the roles of health and safety representatives in protecting the workplace environment. (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 (PRESENTATION AND DATA RESPONSE)

A well-designed multimedia presentation is necessary for communicating with business stakeholders. Presenters must know the factors that must be considered while presenting to ensure a successful presentation. Some presenters use hand-outs and flip charts to enhance the quality of their presentations. Handling feedback in a non-aggressive and professional manner is important for concluding a presentation.

Write an essay on presentation and data response in which you include the following aspects:

- Outline aspects that should be considered when designing a multimedia presentation.
- Explain the factors that the presenter should consider while presenting.
- Discuss the impact of the following visual aids:
  - Hand-outs
  - Flip charts
- Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner. **[40]**

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

The workplace environment is dynamic and consists of people with different experiences, which may lead to grievances and conflicts. Businesses follow the correct procedure to deal with grievances in the workplace. They also know that teams go through different stages of team development and follow team dynamic theories as a guide to improve team performance.

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

- Outline the differences between *grievance* and *conflict*.
- Explain the correct procedure to deal with grievances in the workplace.
- Discuss the following stages of team development:
  - Storming
  - Norming
- Advise businesses on the importance of team dynamic theories in improving team performance. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150

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