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NATIONAL SENIOR CERTIFICATE

GRADE 12

JUNE 2024

BUSINESS STUDIES P2

MARKS: 150

TIME: 2 hours

This question paper consists of 9 pages.



**SA EXAM
PAPERS**

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 Clayton applied the ... leadership theory when he led by example and rewarded positive behaviour.

- A situational
- B transactional
- C transformational
- D leaders and followers

1.1.2 The principal amount grows with the addition of interest to it:

- A Compound interest
- B Capital gain
- C Simple interest
- D Dividends

1.1.3 Frank Enterprises invested R4 000 at 8% simple interest per year. They will receive an amount of ... interest at the end of 18 months.

- A R489
- B R320
- C R380
- D R480

1.1.4 This is ONE of the steps that businesses may consider when handling conflict in the workplace:

- A Implement disciplinary procedure
- B Provide recreational facilities
- C Select an appropriate solution
- D Provide fringe benefits

1.1.5 Thando Traders did not declare all their income to SARS; this is known as ..., a type of unethical business practice.

- A unauthorised use of funds
- B tax evasion
- C tax avoidance
- D unfair advertising

(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.

transparency; RSA Retail Savings Bonds; non-compulsory insurance; decision-making; unit trust; complainer; accountability; creative thinking; expert; compulsory insurance
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- 1.2.1 Risks that are regulated by the government and do not require insurance contracts form part of ...
- 1.2.2 Sophie invested in ... which is managed by a fund manager and she can withdraw her money without penalties.
- 1.2.3 The ability to think of original and innovative ideas is known as ...
- 1.2.4 Suma Trading applied ... as a King Code principle when employees were made aware of the employment policies of the business.
- 1.2.5 Beige Industries dealt with a/an ... as a type of difficult personality when they listened to Duma's criticism without acknowledging him.
- (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 Excess	A team members have a positive attitude of support towards other members
1.3.2 Dividends	B applying the code of conduct of a profession
1.3.3 Force-field analysis	C team members respect the skills of other members
1.3.4 Ethical behaviour	D return on an investment in shares
1.3.5 Shared values	E paid by the insured when signing the insurance contract
	F a group of experts solve business problems without bringing them together
	G return on an investment in fixed assets
	H paid by the insured when a claim is lodged
	I a group of employees list, driving and restraining forces that will support or resist change
	J forms part of a code of conduct to guide employees

(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, for example QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any FOUR types of benefits paid out by Unemployment Insurance Fund (UIF). (4)
- 2.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (6)
- 2.3 Identify the type of preference share represented by EACH of the statements below:
- 2.3.1 Shareholders are entitled to share in any surplus company profits
- 2.3.2 Shareholders are compensated for past dividends that were not paid out when profits were too low to declare dividends (4)
- 2.4 Explain any TWO principles of insurance. (6)
- 2.5 Read the scenario below and answer the questions that follow.

BOY TRADERS (BT)

Boy Traders insured their business vehicle for R300 000 while the actual value is R400 000. The vehicle was involved in an accident resulting in damages to the amount of R130 000.

- 2.5.1 Name the insurance clause that is applicable to BT in the scenario above. (2)
- 2.5.2 Calculate the amount that BT should receive as compensation from the insurer. Show ALL workings. (4)
- 2.6 Discuss the impact of Government/RSA Retail savings bonds as a form of investment. (6)
- 2.7 Advise investors on how the following factors should be considered when making investment decisions:
- 2.7.1 Return on investment (4)
- 2.7.2 Investment term (4)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name FOUR problem-solving steps. (4)
- 3.2 Outline the causes of conflict in the workplace. (6)
- 3.3 Read the scenario below and answer the question that follows.

EDEN PRINTERS (EP)

Eden Printers is well known for printing quality learning and business materials. Some of EP employees download movies using the business's internet, while others take extended lunch breaks.

- 3.3.1 Identify TWO types of unprofessional business practices that are applicable to the scenario above. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 3.3.1.

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

(6)

- 3.4 Explain how *unfair advertising* as a type of unethical business practice poses challenges to businesses. (4)
- 3.5 Read the scenario below and answer the questions that follow.

SHORELINE HOTEL (SH)

Sive, the owner of Shoreline Hotel, often has to deal with difficult employees. He starts by meeting privately with the difficult employees to avoid distractions. Sive remains calm and in control of the situation to get the difficult employees to collaborate. He also guides them through alternatives.

- 3.5.1 Quote TWO ways in which SH deals with difficult employees in the workplace. (2)
- 3.5.2 Explain other ways in which businesses can deal with difficult employees in the workplace. (6)
- 3.6 Discuss the correct procedure to deal with grievances in the workplace. (6)
- 3.7 Recommend ways in which professional, responsible, ethical and effective business practices should be conducted. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 Name any FOUR examples of long-term insurance. (4)
- 4.2 Outline the advantages of insurance for businesses. (4)
- 4.3 Read the scenario below and answer the questions that follow.

RONALD LOGISTICS (RL)

Ronald Logistics is in the process of investing their surplus funds. They invested in the form of investment where the principal amount plus interest will be paid out on the maturity date.

- 4.3.1 Identify the form of investment that is applicable to the scenario above. (2)
- 4.3.2 Discuss the impact of the form of investment identified in QUESTION 4.3.1. (6)
- 4.4 Suggest situations in which the charismatic leadership style can be applied in the workplace. (4)

BUSINESS ROLES

- 4.5 Outline the difference between *grievance* and *conflict* in the workplace. (4)
- 4.6 Read the scenario below and answer the questions that follow.

DERRY ENTERPRISE (DE)

Kenneth, the team leader at Derry Enterprise, wants to resolve the conflict in his sales team. Team members constantly confront each other's ideas, which delays their progress.

- 4.6.1 Identify the stage of team development displayed by DE in the scenario above. (2)
- 4.6.2 Explain the stage of team development identified in QUESTION 4.6.1. (4)
- 4.7 Discuss the importance of team dynamic theories in improving team performance. (6)
- 4.8 Recommend ways in which businesses could deal with sexual harassment as a type of unprofessional business practice. (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 (MANAGEMENT AND LEADERSHIP)

The democratic leadership style is often used by businesses, while the autocratic leadership style may sometimes be required. The situational leadership theory guides businesses in managing employees. Some leaders believe in the effectiveness of the laissez-faire and transactional leadership styles. The personal attitude of the leader plays a critical role in successful leadership.

Write an essay on management and leadership in which you include the following aspects:

- Outline differences between the *democratic* and *autocratic* leadership styles.
- Explain the *situational leadership theory*.
- Discuss the impact of the following leadership styles on businesses:
 - Laissez-faire
 - Transactional
- Advise businesses on the role of personal attitude in successful leadership. **[40]**

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM-SOLVING)

Businesses face many challenges daily that requires problem-solving and decision-making. Being creative is a great benefit and can be applied by solving problems through brainstorming and nominal group technique. Therefore, it is important for businesses to allow for a creative working environment.

Write an essay on creative thinking and problem-solving in which you include the following aspects:

- Outline the differences between *problem-solving* and *decision-making*.
- Explain the benefits of creative thinking in the workplace.
- Discuss the impact of the following problem-solving techniques:
 - Brainstorming
 - Nominal group techniques
- Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150