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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

BUSINESS STUDIES P2

MAY/JUNE 2024

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, e.g. 1.1.6 D.

1.1.1 The shareholders of ... preference shares are compensated for past unpaid dividends due to low profits.

- A participating
- B redeemable
- C convertible
- D cumulative

1.1.2 Employers and employees each contribute 1% of their basic wages to the ...

- A Unemployment Insurance Fund.
- B Compensation Fund.
- C Road Accident Fund.
- D Fidelity Insurance Fund.

1.1.3 Mbali, a sales consultant, should ... in order to improve her next presentation.

- A maintain good relationships with the audience
- B revise the objectives that were not achieved
- C present together with her colleagues
- D ignore criticism from the audience

1.1.4 Team dynamic theories enable businesses to ...

- A allocate tasks according to the roles of team members.
- B specialise in the production of quality products.
- C improve their public relations with communities.
- D provide training programmes to employees.

1.1.5 Grey Manufacturing encourages employees to recycle waste material. This refers to ... as an element of triple bottom line.

- A people
- B profit
- C planet
- D productivity

(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.

manager; communication; decision-making; compound; complainer;
problem-solving; simple; leader; collaboration; expert

- 1.2.1 The ... is responsible for the administration of tasks and programmes to reach set targets.
- 1.2.2 Calculation of ... interest is based only on the original amount invested.
- 1.2.3 Team members take part in decision-making to achieve their goals. This refers to ... as a criterion for successful team performance.
- 1.2.4 Jacob deals with a/an ... as a difficult personality by interrupting the situation and moving to the problem-solving process.
- 1.2.5 The CEO of Moodley Accountants considered various alternatives before choosing the best one. This is known as ... (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	Partnership	A	obligation of businesses to declare all income received
1.3.2	Founders' shares	B	enables businesses to have a competitive advantage as they render better services
1.3.3	Social responsibility	C	shareholders receive dividends only if a profit is made
1.3.4	Abuse of work time	D	continuity of the business depends on the number of shareholders
1.3.5	Diversity	E	employees make personal calls during working hours
		F	enables businesses to recognise the needs of only one particular group of customers
		G	incorporators receive dividends only after all shareholders have been paid
		H	continuity of the business depends on the lifespan of the owners
		I	employees use business resources for personal gain
		J	obligation of every citizen to contribute towards the well-being of communities

(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 Give any FOUR examples of long-term insurance. (4)
- 2.2 Outline the rights of ordinary shareholders. (4)
- 2.3 Read the scenario below and answer the questions that follow.

PARKER DENTISTRY (PD)

Parker Dentistry has surplus funds and decided to invest a minimum amount of R1 000 as initial investment. They will be penalised if withdrawals are made within the first twelve months.

- 2.3.1 Identify the form of investment applicable in the scenario above. (2)
- 2.3.2 Describe the advantages of the form of investment identified in QUESTION 2.3.1. (4)
- 2.4 Explain the difference between *limited liability* and *unlimited liability*. (4)
- 2.5 Discuss the impact of the *laissez-faire/free-reign* leadership style. (4)
- 2.6 Read the scenario below and answer the question that follows.

QUSHU LIMITED (QL)

Qushu Limited requested Sam, the financial manager, to present audited financial statements to various stakeholders. Sam used a special pen to make notes while images were being displayed. The audience were given hard copies of his presentation for future reference.

Identify TWO visual aids used by Sam. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.6.

VISUAL AIDS	MOTIVATIONS
1.	
2.	

- 2.7 Discuss any TWO principles of insurance. (6)
- 2.8 Advise presenters on the aspects that should be considered when designing a multimedia presentation. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name any TWO social rights of employees in the workplace. (2)
- 3.2 Outline the correct procedures to deal with grievances in the workplace. (6)
- 3.3 Identify the human rights that are promoted by Meadridge Landscaping in EACH statement below:
- 3.3.1 Employees' personal information is kept confidential. (2)
- 3.3.2 Meadridge Landscaping ensures that the workplace environment is free from hazardous products. (2)
- 3.4 Explain ways in which businesses can deal with taxation/tax evasion as a type of unethical business practice. (4)
- 3.5 Discuss any TWO problem-solving steps. (6)
- 3.6 Read the scenario below and answer the questions that follow.

AFRICAN DESIGNERS (AD)

African Designers apply the King Code principles for good corporate governance. AD developed remedial programmes to reduce air and water pollution which will protect the environment.

- 3.6.1 Identify the King Code principle applied by AD. Motivate your answer by quoting from the scenario above. (3)
- 3.6.2 Explain any ONE other King Code principle for good corporate governance that AD could apply. (3)
- 3.7 Discuss *storming* as a stage of team development. (6)
- 3.8 Recommend ways in which businesses could deal with language as a diversity issue in the workplace. (6)
- [40]**

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 State any FOUR factors that should be considered when making investment decisions. (4)
- 4.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (4)
- 4.3 Read the scenario below and answer the question that follows.

SANDY BAKERY (SB)

Sandy, the owner of Sandy Bakery, wants to use her additional income to expand her business. She decided to buy shares in Bio Ltd.

Identify the forms of ownership represented by Sandy Bakery and Bio Ltd. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.3.

FORMS OF OWNERSHIP	MOTIVATIONS
1.	
2.	

- 4.4 Explain the factors that must be considered when preparing for a presentation. (6)

BUSINESS ROLES

- 4.5 Elaborate on the meaning of *professional behaviour*. (4)
- 4.6 Explain how businesses should handle conflict in the workplace. (4)
- 4.7 Read the scenario below and answer the questions that follow.

KULSUM ENTERPRISE (KE)

Kulsum Enterprise use their surplus profits to deal with some socio-economic issues. They offer bursaries to community members in order to improve their level of education. They provide anti-retroviral treatment for infected people. KE also provides entrepreneurial programmes to encourage self-employment within the community.

- 4.7.1 Quote TWO ways in which KE deals with unemployment as a socio-economic issue from the scenario above. (2)
- 4.7.2 Explain other ways in which KE can deal with unemployment as a socio-economic issue. (4)
- 4.8 Evaluate the impact of corporate social responsibility (CSR) on businesses. (6)

[40]

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)

Businesses agree that leaders' personal attitude play an important role in successful leadership. Some businesses apply the democratic leadership style whereas others apply the autocratic leadership style. The situational and transformational leadership theories provide guidelines on the application of leadership styles. Certain situations require businesses to apply the transactional leadership style.

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

- Outline the role of personal attitude in successful leadership.
- Explain the differences between *democratic* and *autocratic leadership styles*.
- Discuss the following leadership theories:
 - Situational
 - Transformational
- Recommend situations in which the transactional leadership style could be applied in the workplace.

[40]**QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM-SOLVING)**

Creative thinking allows businesses to be innovative in their approach and take advantage of viable business opportunities. This requires them to create an environment that promotes creative thinking in the workplace. Successful businesses know the impact of the Delphi technique and the nominal group technique in solving business problems. Many businesses apply brainstorming when faced with challenging tasks.

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

- Outline the advantages of creative thinking in the workplace.
- Explain ways in which businesses can create an environment that promotes creative thinking in the workplace.
- Discuss the impact of the following problem-solving techniques:
 - Delphi technique
 - Nominal group technique
- Advise businesses on how they can apply brainstorming to solve complex business problems.

[40]

TOTAL SECTION C:
GRAND TOTAL:

40
150



