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NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P2

NOVEMBER 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 answer 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 leadership style in which subordinates are experts and take full responsibility for their actions:

- A Transactional
- B Democratic
- C Laissez-faire
- D Charismatic

1.1.2 The main objective of a ... is to create mutual benefit for its members.

- A partnership
- B cooperative
- C state-owned company
- D private company

1.1.3 Chidere Enterprise uses fine print to hide misleading information when promoting their products. This is known as ..., a type of unethical business practice.

- A taxation
- B pricing of goods in rural areas
- C fair advertising
- D unfair advertising

1.1.4 The role of health and safety representatives is to ...

- A ensure that protective clothing is available.
- B provide safety clothes to employees.
- C use prescribed safety equipment.
- D maintain equipment regularly.

1.1.5 Amajuba team members implement ... as a criterion for successful team performance by agreeing on methods to get the job done, without wasting time on conflict resolution.

- A shared values
- B communication
- C collaboration
- D interpersonal attitudes and behaviour

(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.

bonus; limited; conflict; cultural; posters; grievance; social; hand-outs; unlimited; founders'
--

- 1.2.1 Visco Limited issued ... shares to the promoters of the company.
- 1.2.2 Ben distributed ... at the start of the presentation to attract the attention of the audience.
- 1.2.3 The shareholders at Blake Ltd have ... liability and can only lose the amount that they invested in the company.
- 1.2.4 A disagreement between two or more parties in the workplace is known as a ...
- 1.2.5 Employees at Mawethu Traders are allowed to use their own language during their lunch breaks; this promotes their ... right in the workplace. (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	Security	A	allows employees to silently generate many ideas on their own
1.3.2	Redeemable preference shares	B	managers must know their facts when dealing with this type of personality
1.3.3	Nominal group technique	C	business decisions must be clear to all stakeholders
1.3.4	Accountability	D	based on the principle of indemnity
1.3.5	Expert	E	can be bought back at the option of the issuing company
		F	managers must restrict the time of the discussion when dealing with this type of personality
		G	based on the principle of certainty
		H	allows employees to randomly generate suggestions aloud
		I	business should take responsibility for their decisions
		J	can only be bought back when the company closes down

(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 types of investment opportunities. (4)
- 2.2 Outline the advantages of a state-owned company. (6)
- 2.3 Read the scenario below and answer the questions that follow.

AKHONA TRADERS (AT)

Akhona Traders bought stock to the value of R400 000 but only insured it for R200 000. A fire broke out in the warehouse and destroyed stock to the value of R80 000.

- 2.3.1 Name the insurance clause that is applicable to AT in the scenario above. (2)
- 2.3.2 Calculate the amount that AT will receive as compensation from the insurer. Show ALL the calculations. (4)
- 2.4 Explain aspects that should be considered when designing a multimedia presentation. (6)
- 2.5 Read the scenario below and answer the questions that follow.

EXCLUSIVE ARCHITECTS (EA)

Exclusive Architects operate in a competitive environment and had to improve the designs of their housing plans. The management of EA provide emotional support for employees through coaching so that they can share their ideas more freely.

- 2.5.1 Identify the leadership theory used by EA. Motivate your answer by quoting from the scenario above. (3)
- 2.5.2 Explain ONE other leadership theory. (3)
- 2.6 Discuss the impact of the autocratic leadership style on businesses. (6)
- 2.7 Recommend ways in which presenters can handle feedback in a non-aggressive and professional manner. (6)

[40]



QUESTION 3: BUSINESS ROLES

- 3.1 Name any TWO corporate social investment (CSI) focus areas. (2)
- 3.2 Outline the responsibilities of workers in promoting human health and safety in the workplace. (6)
- 3.3 Read the scenario below and answer the questions that follow.

TORNADO FURNITURE (TF)

Tornado Furniture specialises in the manufacturing of lounge suites. They monitor their employees on an hourly basis to ensure that tasks are completed on time. The management allows only certain employees access to the business funds. TF also strengthens the team spirit among the employees so that they feel responsible for what needs to be achieved.

- 3.3.1 Quote TWO ways in which TF is dealing with the abuse of work time as a type of unprofessional business practice from the scenario above. (2)
- 3.3.2 Explain other ways in which TF can deal with abuse of work time as a type of unprofessional business practice in the workplace. (4)
- 3.4 Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace. (6)
- 3.5 Read the scenario below and answer the questions that follow.

MEDAL DESIGNERS (MD)

Medal Designers gave Pumla the responsibility to manage a team of experienced and highly competent members. Team members are able to handle the decision-making process without Pumla supervising them. They are also aware of the importance of team dynamic theories in improving team performance.

- 3.5.1 Name the stage of team development applicable in the scenario above. (2)
- 3.5.2 Discuss the importance of team dynamic theories in improving team performance. (6)
- 3.6 Explain how businesses should handle conflict in the workplace. (6)
- 3.7 Suggest ways in which businesses could deal with gender as a diversity issue in the workplace. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 Name any TWO types of compulsory insurance. (2)
- 4.2 Outline the advantages of insurance for businesses. (6)
- 4.3 Read the scenario below and answer the questions that follow.

ELANGE LIMITED (EL)

The management of Elange Limited presented their future plans for expansion to the shareholders. They used PowerPoint, smart pens and flip charts to make their presentation interesting. Management also considered comments from the shareholders in order to improve their next presentation.

- 4.3.1 Name TWO visual aids used by EL in the scenario above. (2)
- 4.3.2 Suggest the areas of improvement that the management should consider for their next presentation. (4)
- 4.4 Explain how capital as a criterion can contribute to the success and/or failure of a private company. (6)

BUSINESS ROLES

- 4.5 State any FOUR problem-solving steps. (4)
- 4.6 Explain ways in which businesses can contribute time and effort to improve the well-being of employees. (6)
- 4.7 Read the scenario below and answer the question that follows.

BARROWS TRADERS (BT)

Barrows Traders sell bicycles to different outlets. They treat all employees with respect regardless of their socio-economic status. The management of BT encourages open communication channels between them and employees.

Identify TWO human rights that are promoted by BT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.7.

HUMAN RIGHTS	MOTIVATIONS
1.	
2.	

- 4.8 Recommend ways in which professional, responsible, ethical and effective business practice should be conducted by businesses. (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)

Investors can acquire shares of companies that are listed on the Johannesburg Securities Exchange (JSE). They consider various factors when making investment decisions to choose the best option. Businesses prefer investing in unit trusts and they also compare simple and compound interest offered by financial institutions.

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

- Outline the functions of the Johannesburg Securities Exchange (JSE).
- Explain any FOUR factors that should be considered when making investment decisions.
- Discuss the impact of unit trusts as a form of investment.
- Advise businesses on the differences between *simple interest* and *compound interest*.

[40]**QUESTION 6: BUSINESS ROLES (SOCIAL RESPONSIBILITY AND CORPORATE SOCIAL RESPONSIBILITY/CORPORATE SOCIAL INVESTMENT)**

Corporate social responsibility and corporate social investment allow businesses to be actively involved in the projects that are positively benefiting the community. Successful businesses strive to maintain the relationship between social responsibility and triple bottom line and to find ways to deal with unemployment as a socio-economic issue.

Write an essay on social responsibility and corporate social responsibility in which you include the following aspects:

- Outline the purpose of corporate social investment (CSI).
- Discuss the impact of corporate social responsibility (CSR) on communities.
- Explain the relationship between social responsibility and triple bottom line.
- Suggest ways in which businesses can deal with unemployment as a socio-economic issue.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

