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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

BUSINESS STUDIES P2

2022

MARKS: 150

TIME: 2 hours



This question paper consists of 12 pages.

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 first **TWO** questions in **SECTION B** and the **FIRST** question 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 Business leaders use the ... theory to analyse the business objectives in order to adopt a suitable leadership style.

- A leaders and followers
- B situational leadership
- C transformational leadership
- D transitional leadership

1.1.2 A number of investments are pooled together into a portfolio that is managed by an expert. This refers to ...

- A RSA Retail Savings Bonds.
- B a fixed deposit.
- C shares.
- D unit trusts.

1.1.3 Bona decided to ... as he prepared for his presentation to stakeholders.

- A respond politely to questions from the audience
- B speak with energy and enthusiasm
- C rehearse information repeatedly to gain confidence
- D encourage questions from the audience

1.1.4 Managers deal with ... as a diversity issue by appointing an interpreter to facilitate a common understanding amongst members in a meeting.

- A language
- B age
- C gender
- D culture

1.1.5 Alida should be firm and assertive when dealing with the ... as a type of difficult personality.

- A quiet person
- B expert
- C complainer
- D aggressive person

(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.

collaboration; creative thinking; public; employees; Compensation Fund;
shared values; decision-making; health and safety representatives;
private; Unemployment Insurance Fund

- 1.2.1 The employer is the only one who contributes monthly payments to the ...
- 1.2.2 The ... company offers shares to people by issuing a prospectus.
- 1.2.3 The CEO of Mohammed Enterprises follows the ... process when considering various alternatives before choosing the best one.
- 1.2.4 The role of the ... is to work together with employers to investigate any accidents in the workplace.
- 1.2.5 Team members take part in a decision-making process. This is known as ... which is one of the criteria for successful team performance. (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	Utmost good faith	A	disagreement between two employees in the workplace
1.3.2	Return on the investment	B	employees take business stationery without permission
1.3.3	Transactional leadership style	C	the insured must express the loss in financial terms
1.3.4	Abuse of work time	D	investors consider the uncertainty of the value of an investment
1.3.5	Conflict	E	leader takes decisions without consulting employees
		F	the insured must disclose all relevant information that may affect the extent of the risk
		G	employee lodges a complaint in the workplace
		H	investors consider the possible growth on the original amount invested
		I	leader rewards employees for meeting deadlines
		J	employees take extended lunch breaks

(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 State any FOUR examples of insurable risks. (4)
- 2.2 Outline the advantages of Government/RSA Retail Savings Bonds as a form of investment. (6)
- 2.3 Read the scenario below and answer the questions that follow.

AMANDLA TRADERS (AT)

Amandla Traders bought stock worth R600 000, but they insured it for R400 000. AT lost stock to the value of R90 000 due to damage caused by heavy storms.

- 2.3.1 Name the insurance clause that is applicable in the scenario above. (2)
- 2.3.2 Calculate the amount that AT will receive as compensation from the insurer. Show ALL calculations. (4)
- 2.4 Elaborate on the meaning of debentures as a type of investment opportunity. (4)
- 2.5 Discuss the impact of the democratic leadership style on businesses. (6)
- 2.6 Read the scenario below and answer the questions that follow.

KULA ENTERPRISES (KE)

Mary, a sales manager at Kula Enterprises, presented the sales of the business to various stakeholders. She maintained eye contact with her audience throughout the presentation. Mary also managed her time effectively in order to allow for questions. She needs to improve in her next presentation.

- 2.6.1 Quote TWO factors that Mary considered during her presentation from the scenario above. (2)
- 2.6.2 Explain the areas of improvement that Mary should consider for her next presentation. (4)



2.7 Advise businesses on how the following criteria could contribute to the success and/or failure of a personal liability company:

2.7.1 Management (4)

2.7.2 Legislation (4)

[40]



QUESTION 3: BUSINESS ROLES

- 3.1 Name any TWO problem-solving steps. (2)
- 3.2 Identify the problem-solving technique applied by Sammy Electricians in EACH statement below:
- 3.2.1 Sammy Electricians requested their employees to make suggestions randomly aloud in a large group.
- 3.2.2 A panel of experts was requested to complete a questionnaire to provide solutions to their business problems. (4)
- 3.3 Explain the correct procedure to deal with grievances in the workplace. (6)
- 3.4 Read the scenario below and answer the questions that follow.

MESH CONSTRUCTIONS (MC)

Mesh Constructions specialise in property development. The directors and employees know the employment policies of the company. MC appointed Gobolo Auditors to audit their financial statements. Management conducts their business in a professional, responsible, ethical and effective manner.

- 3.4.1 Identify TWO King Code principles for good corporate governance applied by MC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.4.1.

KING CODE PRINCIPLES	MOTIVATIONS
1.	
2.	

- (6)
- 3.4.2 Explain ways in which professional, responsible, ethical and effective business practice should be conducted. (4)
- 3.5 Discuss the relationship between social responsibility and triple bottom line. (6)



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

GIJIMA MINES (GM)

Employees at Gijima Mines are allowed to join a trade union of their choice. GM provides their employees with education and clean water. The management of GM also wants to promote cultural rights in the workplace.

3.6.1 Name TWO social rights of employees in the scenario above. (2)

3.6.2 Explain ways in which GM could promote cultural rights in the workplace. (4)

3.7 Suggest strategies that businesses may use to protect the environment and human health. (6)
[40]



QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 State any TWO examples of non-verbal presentations. (2)
- 4.2 Outline the difference between *limited liability* and *unlimited liability*. (4)
- 4.3 Identify the types of benefits that the employees at Linda Stores may receive from the Unemployment Insurance Fund in EACH statement below:
- 4.3.1 Jane, the administrative clerk, will receive payment for four months after the birth of her baby before she returns to work.
- 4.3.2 Ruan received this benefit when he took custody of an 18-month-old orphan from the children's home. (4)
- 4.4 Explain the advantages of PowerPoint as a type of visual aid. (4)
- 4.5 Read the scenario below and answer the questions that follow.

ISLAND ENTERPRISES (IE)

Jacky, the general manager at Island Enterprises, uses her personality to influence subordinates to work hard. She is mindful of the role of personal attitude in successful leadership.

- 4.5.1 Identify the leadership style used by Jacky in the scenario above. (2)
- 4.5.2 Advise Jacky on the role of personal attitude in successful leadership. (4)



BUSINESS ROLES

- 4.6 Outline the advantages of creative thinking in the workplace. (4)
- 4.7 Read the scenario below and answer the questions that follow.

TEAM EXCEL (TE)

Team Excel is a high-performing team that works on business projects. Team members have sound intra-team relations. They also pay attention to the needs of individual team members.

- 4.7.1 Quote TWO characteristics of successful team performance from the scenario above. (2)
- 4.7.2 Explain the performing stage as one of the stages of team development. (4)
- 4.8 Discuss ways in which businesses could deal with disability as a diversity issue in the workplace. (6)
- 4.9 Suggest ways in which businesses could deal with pricing of goods in rural areas as a type of unethical 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 EACH 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)

Investing in a fixed deposit provides investors the opportunity to decide whether they want to receive simple interest or compound interest. Investors must also consider various types of shares before making investment decisions. Some invest in companies that are listed on the Johannesburg Securities Exchange (JSE).

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

- Outline the differences between *simple interest* and *compound interest*.
- Explain the advantages of a fixed deposit as a form of investment.
- Discuss any THREE types of shares.
- Advise businesses on the functions of the Johannesburg Securities Exchange (JSE).

[40]**QUESTION 6: BUSINESS ROLES (SOCIAL RESPONSIBILITY AND CSR/CSI)**

Businesses are expected to make meaningful contributions to communities through corporate social responsibility programmes or corporate social investment projects. They are also expected to improve the well-being of their employees in the workplace. Socio-economic issues such as HIV/Aids require businesses to develop strategies to deal with these issues.

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 businesses.
- Explain ways in which businesses can contribute time and effort in improving the well-being of employees.
- Suggest ways in which businesses can deal with HIV/Aids as a socio-economic issue.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

