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PREPARATORY EXAMINATION

2022

10722

BUSINESS STUDIES

PAPER 2

TIME: 2 hours

MARKS: 150

10 pages

Besigheidstudies P2



10722A

X05



INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This 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 careful 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 paper. No marks will be awarded for wrongly numbered answers.
4. Except where other instructions are given, answers must be in complete sentences.
5. Use the mark allocation and the nature of each question to determine the length and depth of an answer.
6. Use the table below as a guideline for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: MANDATORY: Objectives <small>type of questions</small>	1	30	30 minutes
B: THREE direct/indirect type questions CHOICE: Answer any TWO	2	40	30 minutes
	3	40	30 minutes
	4	40	30 minutes
C: TWO essay type questions CHOICE: Answer any ONE	5	40	30 minutes
	6	40	30 minutes
TOTAL		150	120 minutes

7. Start the answer for EACH question on a NEW page, eg, QUESTION 1 on a new page, QUESTION 2 on a new page.
8. You may use a non-programmable calculator.
9. Write neatly and legibly.

SECTION A (MANDATORY)**QUESTION 1**

1.1 Several options are given 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 Nana applies the ... leadership style when she rewarded her employees for meeting deadlines at short notice.

- A democratic
- B autocratic
- C transactional
- D charismatic

1.1.2 One of the characteristics of successful team performance is that...

- A team members set their own goals.
- B there is a climate of respect and honesty.
- C personal values are implemented. team
- D members promote their own personal needs.

1.1.3 Lerato, an employee at ABC Hotel, followed the ... procedure when she reported her concerns about poor working conditions to her supervisor.

- A conflict
- B problem solving
- C decision making
- D grievances

1.1.4 A ... enables the presenter to project images directly from a computer.

- A Interactive whiteboard
- B Overhead projector
- C Poster
- D Laptop

1.1.5 SS Limited participates in a sustainable environmental community programme. This is an example of ... as one of the triple key aspect elements.

- A profit
- B persons
- C planet
- D products

(5 x 2) (10)

1.2 Complete the following statements using the words from the list below. Write down only the words next to the question numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

employee; expert; private; orally; achievement; piecework;
aggressive; standardization; written; employer; state-owned

1.2.1 The government holds a majority of shares in Vuka SOC Ltd. This is an example of a ... company.

1.2.2 Information in the form of a ... report is an example of a non-verbal presentation.

1.2.3 A strategy to deal with a ... person is to be firm, but not to attack them.

1.2.4 Team members are aware of the strategies and goals of the team. This is known as the ... stage of team development.

1.2.5 The use of the prescribed safety equipment is the responsibility of the ... to promote human health and safety 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 number (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Personal attitude	A applicable if goods are over-insured
1.3.2 Dividends	B leaders will delegate difficult tasks to their followers
1.3.3 Repossession	C continuous review of team progress so that team members can correct errors
1.3.4 Economic rights	D applicable if goods are underinsured
1.3.5 Cooperation	E employees have the right to education
	F the return on an investment in shares
	G the return on an investment in property
	H employees have the right to participate in a legal strike
	I leaders' behavior reflects the example they want to see in their team members
	J willingness to work together to achieve team goals

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions in this section.

PLEASE NOTE: Clearly indicate the QUESTION NUMBER of each question you select. The answer to EACH question must start on a NEW page, eg, QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS OPPORTUNITIES

2.1 Name any THREE examples of long-term insurance. (3)

2.2 Broadly discuss the difference between *management* and *leadership*. (4)

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

HARVEY LAWYERS (HP)

Harvey Lawyers are well known for winning cases related to business law. The management of HP ensures that communication is clear, so that their employees know exactly what they need to do.

2.3.1 Identify the leadership style used by HP. Motivate your answer by quoting from the scenario above. (3)

2.3.2 Explain other benefits of the leadership style identified in QUESTION 2.3.1. (4)

2.4 Discuss the impact of handouts as a visual aid. (6)

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

EGOLI BED & BREAKFAST (EBO)

Buyi, the owner of Egoli Bed & Breakfast, gave a presentation on her business's financial statements to various stakeholders. Buyi used appropriate gestures to emphasize her point. She also kept her presentation short and simple.

2.5.1 Extract TWO factors from the scenario above that Buyi took into account during the presentation. (2)

2.5.2 Explain how Buyi should handle questions after her presentation in a non-aggressive and professional manner. (6)

2.6 Discuss TWO principles of insurance. (6)

2.7 Evaluate the impact of not-for-profit companies as a form of ownership. (6)

[40]

QUESTION 3: BUSINESS ROLES

3.1 Name any FOUR components of corporate social responsibility. (4)

3.2 Broadly discuss TWO ways in which professional, responsible, ethical and effective business practices must be carried out. (4)

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

BOITUMELO TRADERS (BH)

The management of Boitumelo Traders keeps the information of their employees confidential. BH treats all their employees with respect, regardless of their socioeconomic status.

Identify TWO human rights promoted by BH. Motivate your answer by quoting from the scenario above.

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

HUMAN RIGHTS	MOTIVATIONS
1.	
2.	

(6)

3.4 Discuss the causes of conflict in the workplace. (6)

3.5 Explain how businesses can treat the price of goods in rural areas as an unethical business practice. (6)

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

RODNEY BOUERS (RB)

Rodney, the team leader, applies the team dynamic theories to effectively lead his team. He assigns tasks according to the role of each team member. Rodney knows that team members with similar strengths can compete for team tasks.

3.6.1 Cite the importance of team dynamic theories in improving team performance from the scenario above. (2)

3.6.2 Advise Rodney on other importance of team dynamic theories to improve team performance. (4)

3.7 Distinguish between *corporate social responsibility (CSR)* and *corporate social investment (CSI)*. (8)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS OPPORTUNITIES**

- 4.1 Define the term *debentures*. (2)
- 4.2 Broadly discuss the advantages of a private company. (4)
- 4.3 Explain how taxes can contribute to the success and/or failure of a partnership. (4)
- 4.4 Read the scenario below and answer the questions that follow.

MANDY'S INVESTMENT OPTIONS

Mandy wants to invest R6 000 in a fixed deposit account for two years. Ray Bank offered her 7% simple interest per annum and Lam Bank offered her 7% compound interest per annum.

- 4.4.1 Calculate the amount of interest that Mandy will receive after two years if she invests with Ray Bank. (3)
- 4.4.2 Calculate the amount of interest that Mandy will receive after two years if she invests at Lam Bank. (4)
- 4.4.3 Recommend the best investment option and motivate your answer. (3)

BUSINESS ROLLS

- 4.5 Read the scenario below and answer the questions that follow.

NARIVA TRADERS LIMITED (NHB)

Nariva Traders Limited sells quality, fashionable, men's and women's clothing. The employees of NHB are aware of the employment policies of the company. They also presented accurate reports to shareholders at the annual general meeting.

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

Use the table below as a GUIDELINE to answer QUESTION 4.5.

KING CODE PRINCIPLES	MOTIVATIONS
1.	
2.	

(6)

4.6 Identify the diversity issue that Vast Creations applied in EACH statement below.

4.6.1 Vast Creations ensures that employees are not discriminated against on the basis of their skin colour. (2)

4.6.2 They provide for special food in the employees' canteen. (2)

4.7 Explain the role of the health and safety representatives in protecting the work environment. (4)

4.8 Recommend ways in which businesses can contribute time and effort to promote the well-being of communities. (6)
[40]

TOTAL SECTION B: 80

SECTION C

Answer ONE question in this section.

PLEASE NOTE: Clearly indicate the QUESTION NUMBER of each question you select. 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 OPPORTUNITIES (SECURITIES)

Many companies use the Johannesburg Stock Exchange (JSE) to attract investors. They also advise their investors to consider investment decision factors. There are various types of shares available in the market. Some investors prefer to invest in RSA Retail Savings Bonds.

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

- Broadly discuss the functions of the Johannesburg Securities Exchange.
- Explain any THREE factors that should be considered when making investment decisions.
- Discuss FOUR types of shares.
- Advise investors on the impact of the Government/RSA Retail Savings Bonds.

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

The business environment is dynamic and requires businesses to be innovative in their approaches. Some businesses apply the Delphi technique and brainstorming technique to solve complex business problems. Others argue that a force field analysis is the most appropriate problem solving technique. Businesses strive to create an environment that promotes creative thinking in the workplace.

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

- Elaborate on the differences between *problem solving* and *decision making*. Explain how businesses should apply the Delphi technique and brainstorming technique in the workplace.
- Discuss the impact of force field analysis as a problem solving technique. Suggest ways in which businesses can create an environment that promotes creative thinking in the workplace.

[40]**TOTAL SECTION C: 40****TOTAL: 150****END**