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**NATIONAL  
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**GRADE 12**

**BUSINESS STUDIES P2**

**SEPTEMBER 2022**

**MARKS: 150**

**TIME: 2 hours**



EBSTDP2

**This question paper consists of 9 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)
<b>A: Objective-type questions COMPULSORY</b>	<b>1</b>	<b>30</b>	<b>20</b>
<b>B: THREE direct/indirect-type questions CHOICE: Answer ANY TWO.</b>	<b>2</b>	<b>40</b>	<b>70</b>
	<b>3</b>	<b>40</b>	
	<b>4</b>	<b>40</b>	
<b>C: TWO essay-type questions CHOICE: Answer any ONE.</b>	<b>5</b>	<b>40</b>	<b>30</b>
	<b>6</b>	<b>40</b>	
<b>TOTAL</b>		<b>150</b>	<b>120</b>

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 letters (A - D) next to the question numbers (1.1.1 - 1.1.5) in the answer book, for example 1.1.1. B.

1.1.1 The ... company is allowed to raise capital by issuing a prospectus.

- A private
- B public
- C close corporation
- D partnership

1.1.2 Jenny should have a minimum of R 1000 to invest in ...

- A RSA retail savings bonds.
- B unit trusts.
- C shares.
- D fixed deposits.

1.1.3 The insured will receive a lump sum upon reaching a specific age. This refers to the insurance principle of ...

- A indemnification.
- B insurability.
- C security.
- D utmost good faith.

1.1.4 Mahommed Constructions applied ... when they changed the structure of their business.

- A force field analysis
- B nominal group technique
- C delphi-technique
- D brainstorming

1.1.5 The leader of Smart Team provides quality feedback to improve the team morale. This is the application of ... as a criteria for successful team performance.

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

(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.

long-term; economic; graph; management; social; grievance; leadership; short-term; conflict; table
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- 1.2.1 The administration of plans to reach targets is known as ...
- 1.2.2 Pieter used a ... as a visual aid when he showed the relationship between two variables by means of a curve.
- 1.2.3 Gerald Limited took out ... insurance when they insured their property against fire and theft.
- 1.2.4 The employees' right to receive clean water and health care is known as ... rights.
- 1.2.5 The ... procedure is followed by an unhappy employee when verbally reporting a work-related issue to his/her supervisor.

(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 Laissez faire leadership style	A shareholders only lose capital invested to pay for the debts of the business
1.3.2 Unlimited liability	B upholding moral standards when doing business
1.3.3 Problem-solving	C focusing on increasing business profits
1.3.4 Professional behaviour	D leader delegates tasks to followers with clear instruction given
1.3.5 Corporate social investment	E shareholders' personal assets may be taken to pay for the debts of the business
	F senior manager considers alternative solutions before choosing the best one
	G leader delegates tasks to followers with no direction given
	H upholding the code of conduct of a specific profession
	I group critically evaluates alternative solutions
	J focusing on uplifting the community without a return on investment

(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 THREE examples of non-insurable risks. (3)
- 2.2 Outline the rights of preference shareholders. (4)
- 2.3 Read the following scenario below and answer the questions that follow.

**EXCEL COMMUNICATIONS (EC)**

Excel Communications wants to improve their services to attract more clients. Management motivates their employees by rewarding them for meeting deadlines on time. EC is aware of the roles of personal attitude in successful leadership.

- 2.3.1 Identify the leadership style applied by the management of EC. Motivate your answer by quoting from the scenario above. (3)
- 2.3.2 Explain the role of personal attitude in successful leadership. (6)
- 2.4 Differentiate between *insurance* and *assurance*. (4)
- 2.5 Read the following scenario below and answer the questions that follow.

**CAT AND DOG HAVEN (CDH)**

Simon, the owner of Cat and Dog Haven saw a need for the sheltering of stray animals. He decided to raise funds through business sponsorships to look after the animals without any return on investment.

- 2.5.1 Identify the form of ownership in the scenario above. (2)
- 2.5.2 Discuss the advantages of the form of ownership identified in QUESTION 2.5.1. (4)
- 2.6 Explain how the following criteria could contribute to the success and/or failure of a partnership:
- 2.6.1 Management (4)
- 2.6.2 Capital (4)
- 2.7 Advise presenters on areas of improvement in the next presentation. (6)
- [40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 Name any THREE components of corporate social responsibility (CSR). (3)
- 3.2 Outline the roles of the health and safety representatives in protecting the workplace environment. (4)
- 3.3 Read the following scenario below and answer the questions that follow.

**JOHAN CONSTRUCTION (JC)**

Johan Construction employs people from diverse backgrounds. JC trained their physically challenged employees on how to operate their new automated machinery.

- 3.3.1 Identify the diversity issue that JC has addressed. Motivate your answer by quoting from the scenario above. (3)
- 3.3.2 Explain the benefits of diversity in the workplace. (6)
- 3.4 Discuss any TWO stages of team development. (6)
- 3.5 Read the following scenario below and answer the questions that follow.

**MASHUDU CRAFT ENTERPRISE (MCE)**

Mashudu Craft Enterprise wants to solve their complex business problem. Management requested each employee to silently generate new ideas and then share them with others.

- 3.5.1 Identify the problem-solving technique used by MCE in the scenario above. (2)
- 3.5.2 Discuss the advantages of the problem-solving technique identified in QUESTION 3.5.1. (4)
- 3.6 Explain how abuse of work time poses challenges to businesses. (6)
- 3.7 Recommend ways in which businesses can contribute time and effort in improving the well-being of communities. (6)

**[40]**



**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

- 4.1 Name any TWO leadership theories. (2)
- 4.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (4)
- 4.3 Read the following scenario below and answer the question that follows.

Shaku invested an amount of R50 000 over a period of three years at 10% compounded interest per year in a fixed deposit.

- Calculate the interest amount that Shaku will receive after THREE years.  
Show ALL calculations. (4)
- 4.4 Discuss the advantages of insurance for businesses. (6)
- 4.5 Suggest situations in which the democratic leadership style can be applied in the workplace. (4)

**BUSINESS ROLES**

- 4.6 Name any TWO King Code principles for good corporate governance. (2)
- 4.7 Identify the type of unethical business practices displayed by Sanji Ltd in EACH statement below:
- 4.7.1 Sanji Ltd did not declare all their income to SARS.
- 4.7.2 Sanji Ltd advertised second hand products as new. (4)
- 4.8 Explain the advantages of creative thinking in the workplace. (6)
- 4.9 Read the following scenario below and answer the questions that follow.

**STEVE'S COCONUT BOWLS (SCB)**

Steve's Coconut Bowls uses empty shells of coconuts that would have been discarded and transform them into useful recycled bowls.

- 4.9.1 Identify the element of triple bottom line applicable to the scenario above. (2)
- 4.9.2 Discuss the relationship between social responsibility and the other TWO elements of triple bottom line. (6)

**[40]****TOTAL SECTION B: 80**

**SECTION C**

Answer ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of each question chosen. 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 (PRESENTATION AND DATA RESPONSE)**

Presenters must include certain aspects when designing a multimedia presentation to deliver an effective presentation. During the presentation, many presenters prefer to use PowerPoint and handouts. The success of a presentation is frequently determined by the presenter's behaviour while presenting as well as how they handle feedback.

Write an essay on presentation and data response in which you include the following aspects:

- Outline aspects that must be considered when designing a multimedia presentation.
- Discuss the impact of the following visual aids:
  - PowerPoint/Data projector
  - Handouts
- Explain factors that should be considered by the presenter while presenting.
- Suggest how the presenter should handle feedback after a presentation in a non-aggressive and professional manner.

[40]

**QUESTION 6: BUSINESS ROLES (TEAM PERFORMANCE AND CONFLICT MANAGEMENT)**

Businesses must be familiar with the characteristics of a successful team. They must be capable of identifying various causes of conflict and dealing with conflict in the workplace. Businesses must understand how to deal with difficult employees in the workplace.

Write an essay on team performance and conflict management in which you include the following aspects:

- Outline the characteristics of successful team performance.
- Discuss the causes of conflict in the workplace.
- Explain how businesses should handle conflict in the workplace.
- Suggest different ways in which businesses can deal with difficult employees in the workplace.

[40]

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**