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**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2022

BUSINESS STUDIES P2

MARKS: 150

TIME: 2 hours

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 particular 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 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, for example 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, for example 1.1.6 E.

1.1.1 Shares are issued to existing shareholders as compensation for a loss of dividends:

- A ordinary
- B bonus
- C preference
- D founders'

1.1.2 Menzi displayed a set of facts systematically in columns during his presentation. This is known as a ...

- A line graph.
- B diagram.
- C table.
- D bar graph.

1.1.3 Mango Insurers instructed Keith to pay his ... when he registered a claim to repair his damaged phone.

- A excess
- B subrogation
- C premium
- D rent

1.1.4 The management of Stofile Enterprise applied the ... when they listed all driving and restraining forces that will support and resist change.

- A Delphi technique
- B SCAMPER
- C force-field analysis
- D nominal group technique

1.1.5 The role of the health and safety representative is to ...

- A report product defects to the employer.
- B identify potential dangers in the workplace.
- C provide protective clothing to employees.
- D remove potential dangers in the workplace.

(5 x 2) (10)

- 1.2 Complete the following statements by using the words 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.

disability; professionalism; indecisive; charismatic; average; quiet; reinstatement; transactional; ethics; age
--

- 1.2.1 The ... stipulation is applicable when goods are over-insured.
- 1.2.2 Sipho applies the ... leadership style when he uses charm to inspire employees' loyalty.
- 1.2.3 A set of values that are morally acceptable when conducting business, is referred to as ...
- 1.2.4 Meccer Ltd has installed wheelchair ramps to deal with ... as a diversity issue.
- 1.2.5 James, the manager, remains in control and emphasises to Fatima the importance of making a decision. This is an example of how to deal with a(n) ... personality.

(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, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Debenture	A alternative solutions are generated and critically evaluated
1.3.2 Limited liability	B money spent by the business on contributing to the well-being of its employees
1.3.3 Decision-making	C business does not declare all their income to SARS with the aim of paying less tax
1.3.4 Tax-evasion	D issued to raise own capital from the public
1.3.5 Corporate social investment	E owner’s personal assets may be seized to pay for the debts of the business
	F businesses declared all their income to SARS with the aim of paying less tax
	G issued to raise borrowed capital from the public
	H alternatives are considered before choosing the best one
	I money spent by businesses to raise the standard of living of communities
	J owner’s personal assets are protected against the debts of the business

(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 THREE factors that should be considered when making investment decisions. (3)
- 2.2 Outline the functions of the Johannesburg Security Exchange (JSE). (6)
- 2.3 Read the scenario below and answer the question that follows.

MOJI CONSULTANTS (MC)

Moji Consultants provides legal advice to various businesses. Zwide and Jane oversee their units. Zwide's employees work hard as they receive rewards for good performance. Jane made the decision to delegate tasks to experienced employees who can accept responsibility for their actions.

Identify the leadership styles applied by Zwide and Jane. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.

	LEADERSHIP STYLES	MOTIVATIONS
1. Zwide		
2. Jane		

(6)

- 2.4 Explain the advantages of a state-owned company. (6)
- 2.5 Distinguish between *ordinary* and *preference* shares. (4)
- 2.6 Read the scenario below and answer the questions that follow.

NTSIKI ENTERPRISE (NE)

Ntsiki Enterprise is well-known for providing high-quality products to a wide range of customers. The NE building caught fire due to an overload of power when electricity was restored. NE was compensated by Kevan Insurers, because their loss was specified in the insurance contract.

- 2.6.1 Identify the principle of insurance applied by Kevan Insurers. Motivate your answer by quoting from the scenario above. (3)
- 2.6.2 Explain any other TWO principles of insurance. (6)
- 2.7 Suggest situations in which the autocratic leadership styles can be applied in the workplace. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name any TWO problem-solving steps. (2)
- 3.2 Outline the purpose of corporate social responsibility (CSR). (4)
- 3.3 Read the scenario below and answer the questions that follow.

UMS TRADING (UT)

The management of UT requested senior employees to work as a team on a project. Themba confronted other team members' ideas as he wanted to be a team leader. All team members came to an agreement and reached consensus. Some employees want to lodge a grievance as they were not included in the project.

3.3.1 Identify the TWO stages of team development that were experienced by UT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTIONS 3.3.1.

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1.	
2.	

(6)

- 3.3.2 Advise UT's employees on the correct procedure to deal with grievances in the workplace. (6)
- 3.4 Explain how businesses can apply the following problem solving-technique to solve complex business problems:
 - 3.4.1 Brainstorming (4)
 - 3.4.2 Nominal group technique (4)
- 3.5 Read the scenario below and answer the questions that follow.

LIGHT ELECTRICITY LTD (LEL)

Light Electricity Ltd is a company that supplies electricity in Gqeberha. The management of LEL conducts regular audits to determine the effectiveness of the business.

- 3.5.1 Identify the King Code principle applied by LEL. Motivate your answer by quoting from the scenario above. (3)
- 3.5.2 Explain how businesses can apply any ONE other King Code principle for good corporate governance. (3)
- 3.6 Describe how the abuse of work time as a type of unprofessional business practice, poses challenges to businesses. (4)
- 3.7 Recommend ways in which professional, responsible, ethical business practices should be conducted. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

4.1 Name any TWO types of benefits paid out by the Unemployment Insurance Funds (UIF). (2)

4.2 Read the scenario below and answer the question that follows.

Judy invested R50 000 at Inzalo Bank at 12% interest compounded for three years.

Calculate the interest amount Judy will receive after three years. Show ALL calculations. (4)

4.3 Discuss the situational leadership theory. (6)

4.4 Explain how the following criteria could contribute to the success and/or failure of a personal liability company:

4.4.1 Legislation (4)

4.4.2 Management (4)

BUSINESS ROLES

4.5 Give any FOUR examples of unfair advertising. (4)

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

SOLLO MANUFACTURERS (SM)

Sollo Manufacturers is well-known for creating top-quality handbags. Some SM employees are absent due to HIV/Aids-related illnesses. The management of SM encourages their employees to join HIV/Aids support group programmes. SM developed strategies to deal with stigma and discrimination. SM also wishes to promote the well-being of communities.

4.6.1 Quote TWO ways in which SM deals with HIV/Aids from the scenario above. (2)

4.6.2 Explain to SM ways in which they can contribute their time and effort in improving the well-being of communities. (4)

4.7 Discuss the advantages of creative thinking in the workplace. (4)

4.8 Suggest ways in which businesses could deal with age as a diversity issue in the workplace. (6)

[40]

TOTAL SECTION B: 80

SECTION C

Answer any 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 agree that a good presentation takes multimedia into account. They also agree that they need to be aware of the various factors that must be considered when presenting. Some presenters prefer to use PowerPoint and handouts to cater for different types of audiences. Presenters must be able to handle post-presentation feedback in a non-aggressive and professional manner.

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

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

[40]

QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS AND INCLUSIVITY)

Businesses are required to promote employees' economic rights while also ensuring that employees are treated with respect and dignity in the workplace. Many businesses benefit from diversity and promote cultural rights in the workplace.

Write an essay on human rights and inclusivity in which you include the following aspects:

- Outline the economic rights of the employees in the workplace.
- Explain the implication of equality, respect and dignity on businesses.
- Discuss the benefits of diversity in the workplace.
- Recommend ways in which businesses could promote cultural rights in the workplace.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150