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SENIOR CERTIFICATE**

GRADE 12

**BUSINESS STUDIES PAPER 2
PRE-TRIAL EXAM QUESTION PAPER**

2023

DATE: August 2023

MARKS: 150

TIME: 2 Hours

This question paper consists of 8 pages.



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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 two questions in this section.
- 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.
- Number the answers carefully 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 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 guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
A: Objective-type questions COMPULSORY	1	30	30
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	2	40	30
	3	40	30
	4	40	30
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	30
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 1.1.10) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 Suzan, the manager of Fruit Market, applies the ... leadership style when delegating tasks to followers without supervision.

- A Autocratic
- B Bureaucratic
- C Laissez-faire/free-reign
- D Charismatic

1.1.2 The ... company provides essential services such as water and electricity at reasonable prices.

- A Public
- B Personal liability
- C Private
- D State-owned

1.1.3 The amount that the insured must pay when a claim is lodged.

- A Premium
- B Book value
- C Excess
- D Interest

1.1.4 Team dynamic theories help businesses to ...

- A **allocate** tasks to **team** members with similar personalities.
- B allocate tasks according to the role of each team member.
- C establish **good** relationships with teams.
- D promote individual satisfaction.

1.1.5 ... refers to projects that are not part of normal business activities but are aimed at benefitting the community.

- A Corporate Social Investment
- B Corporate Social Responsibility
- C Contemporary Social Responsibility
- D Sustainability

(5x2) (10)

- 1.2 Complete the following statements by using the word(s) in the list below. Write only the word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

Video conferencing; PowerPoint; Profit language; decision making; retirement annuities; age, RSA Retail Savings Bonds; Grievance; Dispute

- 1.2.1 One of the elements of triple bottom line is ...
- 1.2.2 A minimum of R1 000 is required to invest in ...
- 1.2.3 The ... procedure may be used to resolve the case of verbal abuse of the secretary by her manager.
- 1.2.4 An employee can lodge a ... when he/she disagrees with the resolution taken by senior management.
- 1.2.5 ... is the ideal presentation method for groups in different countries that need face-to-face contact.

(5x2) (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 (1.3.1–1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

Column A		Column B
1.3.1	Bar graph	A Visualise a whole unit and the proportion components.
1.3.2	Private company	B Business may be insured against losses from theft and fire.
1.3.3	Insurable risk	C Reporting secret information that will not harm customers but assist them to make informed decisions.
1.3.4	Professional business conduct	D A set of sales figures shown as a series of rectangles.
1.3.5	Compliance to King code principle of disclosure	E Ignoring the dress code of the business.
		F Shares are not freely transferable.
		G Adhering to business policies at all times.
		H Must register and publish a prospectus.
		I People from different backgrounds are employed.
		J Uses non – routine methods to solve problems.

(5x2) (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, et cetera.

QUESTION 2: BUSINESS VENTURES

2.1 List any FOUR non-insurable risks. (4)

2.2 Indicate if the following factors should be considered before or during a presentation.
(Only write down **before** or **during** next to the number e.g. 2.2.4 during)

2.2.1 Use visual aids effectively to strengthen the presentation.

2.2.2 Prepare a concept of the presentation with logical structure: introduction, body and conclusion.

2.2.3 Maintain eye contact with the audience. (3x2) (6)

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

Sello inherited R75 000 from his grandparents. He wants his money to grow at a fixed rate for 5 years. He is a careful investor and wants to invest his money at a financial institution where his money would be safe and he does not want to withdraw his money during this period. He researched many options and decided to invest his money at South Bank at a fixed rate of 7% p.a. simple interest.

2.3.1 Identify the type of investment Sello has decided on. (2)

2.3.2 Discuss the impact of the type of investment identified in 2.3.1. (6)

2.3.3 Calculate the interest amount Sello would earn over the investment period. (6)

2.4 Evaluate the positive impact of insurance on businesses. (6)

2.5 Explain the Road Accident Fund as a type of compulsory insurance. (6)

2.6 Recommend situations in which the following leadership styles can be applied.

2.6.1 Autocratic (2)

2.6.2 Transactional (2)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name TWO social rights of employees in the workplace. (2)
- 3.2 Outline TWO causes of conflict in the workplace. (2)
- 3.3 Identify the unethical or unprofessional business practice illustrated in each of the following scenarios:
- 3.3.1 David's Supermarket charges more for the same goods in the village than in the city.
- 3.3.2 The director of Corporate Accountants uses the business credit card to pay for personal expenses.
- 3.3.3 Some employees of Motor Spares Retailers downloaded music and movies using the business internet.
- (3x2) (6)

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

BOUTIQUE DRESSES (BD)

BD realize the importance of creative thinking in solving problems regarding the negative impact of CSR & CSI on businesses. Employees were requested to suggest new ideas in a large group without working individually. These ideas were used to inspire new thoughts. The management of BD evaluated the advantages and disadvantages of each idea.

- 3.4.1 Identify TWO problem-solving techniques used by BD. Quote from the scenario above to support your answer. (6)
- 3.4.2 Discuss the advantages of ONE problem-solving technique identified in QUESTION 3.4.1. (4)
- 3.5 Distinguish between decision-making and problem-solving. (8)
- 3.6 Advise on ways in which BD can create an environment that promotes creative thinking. (4)
- 3.7 Explain the negative impact of CSI on businesses. (8)

[40]

QUESTION 4: MISCELLANEOUS**BUSINESS VENTURES**

- 4.1 Give FOUR examples of non-verbal presentations. (4)
- 4.2 Outline the functions of the JSE. (6)
- 4.3 Identify the types of shares represented by EACH statement below.
- 4.3.1 These shareholders may receive higher dividends when the company has made larger profits.
- 4.3.2 These shares are issued to shareholders who started the company.
- 4.3.3 Shares are issued to existing shareholders as compensation for loss of dividends. (3x2) (6)
- 4.4 Make recommendations for future improvements based on feedback from presentations. (4)

BUSINESS ROLES

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

HASHTAG TECH (HT)

Dineo and Martha are computer science graduates who want to undertake a research project. Dineo always questioned the other members' ideas and opinions as she wanted to be the team leader. The team members eventually reached an agreement and consensus on the way forward.

- 4.5.1 Identify the TWO stages of team development that were experienced by HT. Motivate your answer by quoting from the scenario above. (6)
- Use the table below as a guide to answer QUESTION 4.5.1.

STAGES OF TEAM DEVELOPMENT	MOTIVATION

- 4.5.2 Explain TWO other stages of team development. (6)
- 4.6 Suggest ways in which businesses may deal with difficult people/personalities. (8)

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

SECTION C

Answer 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, for example QUESTION 5 on a NEW page, QUESTION 6 on a NEW page, et cetera.

QUESTION 5: BUSINESS VENTURES (MANAGEMENT AND LEADERSHIP & PRESENTATION OF INFORMATION)

Helena believes that leaders must motivate employees appropriately for her business to be successful. She believes that she must motivate her team members in such a way that they use their creative potential to overcome tough times and become leaders themselves. Helena is regarded as a transformational leader. She was asked to do a presentation on leadership theories to the management team at the company.

Bearing the above scenario in mind, write detailed notes on the following aspects:

- Distinguish between leadership and management.
- Describe the situational and transformational theories of management and leadership.
- Explain the role of personal attitude in successful leadership.
- Outline the aspects that she should consider when designing a multimedia presentation.

[40]

QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES)

MARVELLOUS CLEANING LIMITED (MCL)

Marvellous Cleaning Limited (MCL) is a newly established company rendering cleaning services. MCL wants to develop business policies that address human rights, inclusivity and environmental issues in the workplace. The management has recently appointed health and safety representatives. They will be responsible for checking the effectiveness of MCL health and safety measures during the Covid-19 Pandemic.

Bearing the above scenario in mind, write an essay on the following aspects:

- Explain how MCL policies can address the following human rights issues in the workplace:
 - Equity;
 - Information;
 - Safety, security and protection of life.
- Discuss the benefits of a diverse workforce.
- Explain the responsibilities of workers in promoting human health and safety in the workplace.
- Recommend ways on how MCL can protect the environment and promote human health.

[40]

TOTAL SECTION C: [40]

GRAND TOTAL = 150 MARKS