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Department:
Basic Education
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SENIOR CERTIFICATE EXAMINATIONS/ NATIONAL SENIOR CERTIFICATE EXAMINATIONS

BUSINESS STUDIES P2

2023

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 note of what is required.

Note that ONLY the answers to the first TWO questions selected in SECTION B and the answers to the FIRST question selected 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 Emmah will receive a pre-determined amount invested in a ... when she reaches a certain age.

- A fixed deposit
- B stokvel
- C retirement annuity
- D managed portfolio

1.1.2 Non-profit companies are able to raise money through various donations. This refers to ... as a criterion for contributing to the success of a business.

- A taxation
- B capital
- C division of profits
- D legislation

1.1.3 Presenters use ... as a visual aid to display large illustrations of products to support the core message of their presentation.

- A an overhead projector
- B a data projector
- C flash cards
- D posters

1.1.4 Chiliza Traders submitted false returns to SARS. This is known as ..., a type of unethical business practice.

- A tax evasion
- B unfair advertising
- C tax avoidance
- D abuse of work time

1.1.5 Team leaders implement ... as a criterion for successful team performance by providing regular feedback to their members.

- A cooperation
- B communication
- C shared values
- D interpersonal attitude and behaviour

(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.

social; founders; situational; decision-making; economic; problem-solving; unlimited; transformational; bonus; limited

- 1.2.1 Companies issue ... shares as compensation for unpaid dividends.
- 1.2.2 Kulsum Enterprise implements the ... leadership theory as the business operates in a dynamic environment characterised by constant change.
- 1.2.3 The personal assets of partners can be sold to pay off the debts of the partnership due to bankruptcy. This refers to ... liability.
- 1.2.4 Bravo Advertisers implemented the ... process when they analysed situations to identify strategies necessary for change.
- 1.2.5 Businesses promote ... rights by providing clean water and health-care services to their employees. (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	RSA Retail Savings Bonds	A	businesses contribute time and effort to improve profitability for their investors
1.3.2	Excess		
1.3.3	Social responsibility	B	occurs when two employees have a disagreement in the workplace
1.3.4	Grievance	C	ensures that personal protective clothing is available to all employees
1.3.5	Health and safety representatives	D	paid by the insured when cancelling an insurance contract
		E	investors receive interest annually
		F	occurs when an employee has a complaint in the workplace
		G	paid by the insured when a claim is lodged
		H	provides employees with personal protective clothing
		I	investors receive interest twice per year
		J	businesses contribute time and effort to improve the wellbeing of their communities

(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 List FOUR types of preference shares. (4)
- 2.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (6)
- 2.3 Read the scenario below and answer the questions that follow.

VENUS ENTERPRISES (VE)

Venus Enterprises requested Mabel, the marketing manager, to present their marketing plan to stakeholders. Mabel used PowerPoint, pictures and flip charts during her presentation. She was also able to handle feedback in a non-aggressive and professional manner after her presentation.

- 2.3.1 Name TWO examples of non-verbal presentations in the scenario above. (2)
- 2.3.2 Explain ways in which Mabel could handle feedback in a non-aggressive and professional manner after her presentation. (6)
- 2.4 Discuss the role of personal attitude in successful leadership. (6)
- 2.5 Elaborate on the meaning of *return on investment (ROI)* as a factor that should be considered when making investment decisions. (4)
- 2.6 Read the scenario below and answer the questions that follow.

FORESTER TRADING (FT)

Helen, a manager at Forester Trading, applies the autocratic leadership style to lead and manage employees. She makes quick decisions without consulting employees. She offers rewards to employees who meet their daily targets. Helen's direct supervision ensures that high quality services are rendered.

- 2.6.1 Quote TWO advantages of the autocratic leadership style applied by Helen from the scenario above. (2)
- 2.6.2 Explain other advantages of the autocratic leadership style. (4)
- 2.7 Advise businesses on the characteristics of a public company. (6)
- [40]**

QUESTION 3: BUSINESS ROLES

- 3.1 Name FOUR human rights in the workplace. (4)
- 3.2 Outline the causes of conflict in the workplace. (4)
- 3.3 Read the scenario below and answer the question that follows.

NALEDI CONSULTING (NC)

Naledi Consulting requested a panel of experts to solve their complex business problem by completing a questionnaire. NC also decided that each employee should silently generate ideas before sharing them with their colleagues.

Identify TWO problem-solving techniques applied by NC. Motivate your answer by quoting from the scenario above.

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

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

(6)

- 3.4 Discuss the advantages of creative thinking in the workplace. (6)
- 3.5 Explain ways in which businesses can deal with difficult employees in the workplace. (4)
- 3.6 Read the scenario below and answer the questions that follow.

PROTEA LANDSCAPING (PL)

Protea Landscaping wants to invest their surplus profit in corporate social investment (CSI) projects. The management of PL is keen to develop their employees for the sake of personal growth. They also want to prioritise rural development so that the movement of people to cities is minimised.

- 3.6.1 State TWO focus areas of corporate social investment applicable to PL in the scenario above. (2)
- 3.6.2 Discuss the impact of CSI on communities. (6)
- 3.7 Recommend ways in which businesses could deal with the following unprofessional business practices:
- 3.7.1 Sexual harassment (4)
- 3.7.2 Unauthorised use of workplace funds and resources (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

4.1 Name FOUR examples of non-insurable risks. (4)

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

Greenview Retailers invested an amount of R20 000 at 16% simple interest over a period of two years in a fixed deposit with Unity Bank.

4.2.1 Calculate the interest that Greenview Retailers will receive after two years. Show ALL calculations. (4)

4.2.2 Discuss the advantages of fixed deposits as a form of investment. (4)

4.3 Explain how *management* as a criterion can contribute to the success and/or failure of a partnership. (4)

4.4 Advise presenters on aspects that must be considered when designing a multimedia presentation. (4)

BUSINESS ROLES

4.5 Name TWO elements of the triple bottom line. (2)

4.6 Explain ways in which businesses can create an environment that promotes creative thinking in the workplace. (4)

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

VUKA TEAM (VT)

Vuka Team specialises in planning and organising social events for various clients. VT members criticise each other's ideas, as they all compete for the team leader position. Team members finally appreciate each other's differences and are able to work independently.

Identify TWO stages of team development applicable to VT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.7.

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1.	
2.	

(6)

4.8 Explain how businesses can apply *transparency* as a King Code principle for good corporate governance. (4)

4.9 Suggest ways in which businesses can contribute time and effort in improving the well-being of employees. (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 the 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: INSURANCE)

Businesses enjoy the benefits of different types of insurance. Some businesses over-insure while other businesses underinsure their properties. They also maintain that employees should receive benefits offered by the Unemployment Insurance Fund (UIF). The principle of indemnification/indemnity also encourages businesses to insure their various business assets.

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

- Outline the advantages of insurance for businesses.
- Differentiate between *over-insurance* and *under-insurance*.
- Discuss any FOUR types of benefits paid out by the Unemployment Insurance Fund.
- Advise businesses on *indemnification/indemnity* as a principle of insurance.

[40]**QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS, INCLUSIVITY AND ENVIRONMENTAL ISSUES)**

Businesses employ people from diverse backgrounds who take care of their own health and safety in the workplace. Businesses deal with different diversity issues so that they can enjoy the benefits of a diverse workforce. They must also promote the cultural rights of their employees in the workplace.

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

- Outline the responsibilities of workers in promoting human health and safety in the workplace.
- Explain ways in which businesses could deal with any THREE diversity issues in the workplace, excluding culture and religion.
- 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