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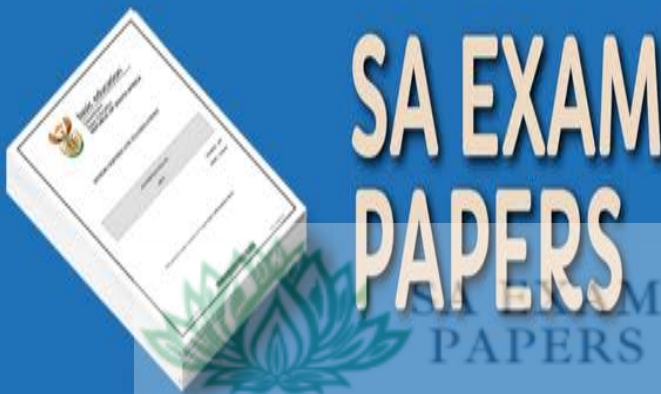


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KWAZULU-NATAL PROVINCE

EDUCATION
REPUBLIC OF SOUTH AFRICA

GRADE 12

**NATIONAL
SENIOR CERTIFICATE**

BUSINESS STUDIES P2

PREPARATORY EXAMINATION

SEPTEMBER 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 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 questions in SECTION C will be marked.

3. 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.
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, 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 number (1.1.1 – 1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

1.1.1 The holders of ... are regarded as creditors of a company.

- A dividends
- B debentures
- C capital gain
- D return on investment

1.1.2 Employees may receive these benefits if they are unable to work for more than 14 days without receiving a salary:

- A Unemployment
- B Maternity
- C Illness
- D Adoption

1.1.3 Tammy traders broke down the problem into smaller parts that are easier to solve separately. This problem-solving step is known as ...

- A identify alternative solutions
- B evaluate alternative solutions
- C define the problem
- D identify the problem

1.1.4 Pillay Printers dealt with the right to ... by keeping Sipho chronic illness confidential.

- A. equity
- B. privacy
- C. poverty
- D. dignity

1.1.5 The businesses should not only focus on revenue but should also invest in CSI projects. This is linked with the ...factor in triple bottom-line.

- A. social
- B. environment
- C. economic
- D. corporate

(5 x 2) (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 numbers (1.2.1 to 1.2.5) in the ANSWER BOOK.

| |
|--|
| management; COIDA; social; unethical; corporate social responsibility; economic; unprofessional; leadership; social responsibility; RAF |
|--|

- 1.2.1 The amount that can be claimed by Niven from ... for the loss of income is limited by legislation.
- 1.2.2 Thando is in a ... position as she always tries to find more efficient ways of completing tasks.
- 1.2.3 The ethical viewpoint that says every organisation has an obligation to benefit the society as a whole is known as the ...
- 1.2.4 Tito Traders promote ... rights by providing clean water and health care to their employees.
- 1.2.5 The abuse of work time is an example of ... business practice.

(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 Partnership | A printed information provided to the audience to accompany a presentation |
| 1.3.2 Insurable risk | B board should develop remedial programmes to protect the environment |
| 1.3.3 Flip chart | C various alternatives are considered before deciding on the best one |
| 1.3.4 Accountability | D insurance companies decide on the likelihood of an event decide if they want to insure the risk |
| 1.3.5 Decision making | E name of the business ends in Inc according to the law |
| | F alternative solutions are generated and critically evaluated |
| | G insurance companies cannot calculate the profitability of the risk and cannot work out premiums |
| | H a large pad of paper, bound so that each page can be turned over |
| | I board should ensure that the company's ethics are effectively implemented |
| | J no legal requirements regarding the name of the business |

(5 x 2) (10)

TOTAL SECTION A: [30]

SECTION B

Answer ANY TWO questions from 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 Name any FOUR types of preference shares. (4)
- 2.2 Identify the type of leadership theories applicable to Oliphant Ltd in EACH of the statements below:
- 2.2.1 They adopted this theory during a period in which there were experiencing radical change in the workplace. (2)
- 2.2.2 The management applied different leadership styles based on the context of the crisis. (2)
- 2.3 Explain the meaning of excess as the insurance concept. (6)
- 2.4 Differentiate between *over-insurance* and *under-insurance*. (4)
- 2.5 Read the scenario below and answer the question that follows.

CANDY DISTRIBUTORS (CD)

Candy Distributors has made huge profits in 2022. The management of CD decided to invest the extra profit in a type of investment that can easily be converted to cash. CD is also aware of the functions of Johannesburg Securities Exchange.

- 2.5.1 Name the investment decision factor that CD considered from the scenario above. (2)
- 2.5.2 Explain the functions of Johannesburg Securities Exchange (JSE) (6)
- 2.6 Explain how the following criteria could contribute to the success and/ or failure a personal liability company:
- 2.6.1 Management (4)
- 2.6.2 Division of profits (4)
- 2.7 Recommend situations in which a democratic leadership style can be applied in the workplace. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 List any TWO causes of conflict in the workplace. (2)
- 3.2 Identify the problem-solving techniques used by Balito Spices (BS) in EACH statement below:
- 3.2.1 BS requested a panel of experts to research on customers complains without bringing them together. (2)
- 3.2.2 They also weigh up the positives and negatives to decide if the project is viable. (2)
- 3.3 Explain ways in which businesses can contribute time and effort in improving the well-being of employees (6)
- 3.4 Discuss ways in which businesses could create an environment that promote creative thinking in the workplace. (6)
- 3.5 Read the scenario below and answer the question that follows.

ONAIR COMMUNICATIONS (OC)

OC is a community based radio station. OC deals with diversity by providing subsidised meals from the business canteen. They also offer employment opportunities to both males and females.

Identify TWO diversity issues addressed by OC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5

| 1. DIVERSITY ISSUES | MOTIVATIONS |
|---------------------|-------------|
| 2. | |

- 3.6 Discuss the benefits of diversity in the workplace. (4)
- 3.7 Explain how businesses can apply transparency as a King Code principle for good corporate governance. (6)
- 3.8 Advise business on the responsibilities of employees in promoting human health and safety in the workplace. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 Name any FOUR examples of long-term insurance. (4)
- 4.2 Outline the advantages of insurance. (6)
- 4.3 Read the scenario below and answer the questions that follow.

Prevash presented his sales figures to various stakeholders. During his presentation, he maintained eye contact with the audience. Prevash stood up throughout the feedback session. He also kept the presentation short and simple.

- 4.3.1 Quote TWO factors that Prevash considered while presenting. (2)
- 4.3.2 Discuss other factors that must be considered while presentation. (4)
- 4.4 Advise businesses on the advantages of the sole trader. (4)

BUSINESS ROLES

- 4.5 Name any FOUR types of difficult personalities that can be found in the workplace. (4)
- 4.6 Outline the difference between *ethical behaviour* and *professional behaviour*. (4)
- 4.7 Explain the advantages of creative thinking in the workplace. (6)
- 4.8 Read the scenario below and answer the question that follows.

VINICIUS PROPERTIES (VP)

Vinicius Properties has improved its image by undertaking corporate social responsibility (CSR). Their key focus areas include environment and community. VP also aims at contributing toward sustainable development of its immediate communities.

- 4.8.1 Identify TWO components of Corporate Social Responsibility highlighted in the scenario above. (2)
- 4.8.2 Advise VP on the negative impact of CSR on businesses (4)

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

SECTION C

Answer ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen.

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 (PRESENTATION AND DATA RESPONSE)

The presenter should consider several factors when preparing for a presentation. A well-designed multimedia should be developed to enhance the quality of the presentation. The impact of PowerPoint and handouts must be clearly analysed by the presenter. A review of the presentation should be undertaken to determine areas for improvement

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

- Outline factors that must be considered when preparing for a presentation.
- Explain aspects that must be considered when designing a multimedia presentation
- Discuss the impact of the following types of visual aids:
 - Data projector /PowerPoint.
 - Handouts
- Advise the presenter on the areas for improvement in the next presentation.

[40]

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

Successful teams are characterised by specific performance. Teams undergo different stages of development. Conflict is inevitable within teams and appropriate steps should be taken to resolve conflicts. Management should follow the correct procedure when dealing with grievances in the workplace.

Write an essay in which you include the following aspects:

- Outline the characteristics of successful team performance.
- Explain any THREE stages of team development.
- Discuss ways in which business can handle conflict in the workplace.
- Advise businesses on the correct procedures to deal with grievances.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150