

SA's Leading Past Year

Exam Paper Portal



You have Downloaded, yet Another Great Resource to assist you with your Studies 😊

Thank You for Supporting SA Exam Papers

Your Leading Past Year Exam Paper Resource Portal

Visit us @ www.saexampapers.co.za



SA EXAM PAPERS

SA EXAM
PAPERS



education

**MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA**

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

BUSINESS STUDIES P2

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 the two questions in this section.

2. Read the instructions for each question carefully and take particular note of what is required.
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 minutes

7. Begin the answer to **EACH** question on a **NEW** page, for example **QUESTION 1** – new page, **QUESTION 2** – new page, et cetera.
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, e.g. 1.1.6 E.

1.1.1 A ...company has the minimum of three or more directors and shareholders.

- A public
- B personal liability
- C private
- D close corporation

1.1.2 Simple graphics may be easily explained on transparencies using ... as visual aid.

- A smart board
- B poster
- C flip charts
- D overhead projector

1.1.3 Lenny allows Joseph to speak in an angry manner without attacking him. This is an example of dealing with a (an) ... personality.

- A expert
- B quiet
- C aggressive
- D complaining

1.1.4 Employees at Mzamo Traders are playing computer games during working hours. This refers to ... as a type of unprofessional business practice.

- A unauthorized use of workplace resources
- B abuse of work time
- C unethical practice
- D dishonest advertising

1.1.5 Chivu Enterprises donates computers to underprivileged schools as part of its commitment to community development. This is known as ...

- A social responsibility
- B corporate social investment
- C corporate social responsibility
- D rural development

(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.

economic; responsibility; reinstatement; shares; grievance; debentures; average clause; conflict; human; transparency
--

- 1.2.1 Samu Limited issued ... to raise borrowed capital from the public.
- 1.2.2 Don Insurance Co. applied ... to rebuild Sam's damaged business due to heavy rain and storm instead of reimbursing him.
- 1.2.3 Xego Traders promoted the ... rights by allowing employees reasonable limitation of working hours.
- 1.2.4 The board of directors of Fobo Manufacturers practices ... by involving stakeholders when staffing and other processes are discussed openly.
- 1.2.5 Rudolph an employee at Salam Supermarket lodge a ... to senior management because he is not satisfied about his salary decrease.

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

COLUMN A	COLUMN B
1.3.1 Flip chart	A assets of shareholders cannot be used to pay for the debts of the business
1.3.2 Democratic leadership style	B workers are allowed open communication methods at the workplace
1.3.3 Limited liability	C alternatives are considered before choosing the right one
1.3.4 Dignity	D very effective in brain storming sessions as suggestions are summarised
1.3.5 Decision making	E leader makes decisions on his/her own without consulting staff members
	F alternative solutions are generated and critically evaluated
	G leader allows team members to contribute ideas in the decision-making process
	H workers are protected from being forced to do embarrassing work
	I assets of shareholders may be sold to pay off the debts of the business
	J useful to capture feedback and easy to combine with sound visual aids

(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, for example
QUESTION 2 on a new page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

- 2.1 Name any THREE examples of short-term insurance. (3)
- 2.2 Identify the principle of insurance applied by Fox Insurers in each statement below:
- 2.2.1 Fox Insurers ensure that their clients provide evidence to indicate that they stand to lose financially should their insured properties damaged. (2)
- 2.2.2 They also disclose all information that may affect the requirements of the insurance contract with their clients. (2)
- 2.3 Outline factors that must be considered by the presenter while presenting. (6)
- 2.4 Read the scenario below and answer the questions that follow:

MERCY AND TOM ATTORNEYS (M&T)

Mercy and Tom are partners in Mercy and Tom Attorneys. They are thinking about changing their partnership into a company so that directors will be jointly liable for the debts of the business.

- 2.4.1 Identify the new form of ownership that will be suitable to M&T. Motivate your answer by quoting from the scenario above. (3)
- 2.4.2 Explain the negative impact of a partnership. (6)
- 2.5 Advise businesses on the difference between *simple* and *compound interest*. (4)
- 2.6 Read the scenario below and answer the questions that follow:

DEGOED DISTRIBUTORS (DD)

Dikeledi the manager at DD has good attitude as she can influence her team to work hard. She believes that positive attitude is critical for good leadership makes her a good leader. She also delegates tasks to followers with directions and full support.

- 2.6.1 Quote TWO role of personal attitude in successful leadership from the scenario above. (2)
- 2.6.2 Discuss other roles of personal attitude that can assist in successful leadership. (6)
- 2.7 Recommend situations in which autocratic leadership styles can be applied in the workplace. (6)
- [40]**

QUESTION 3: BUSINESS ROLES

- 3.1 List any THREE components of corporate social responsibility (CSR). (3)
- 3.2 Outline the importance of team dynamic theories in improving team performance. (4)
- 3.3 Read the scenario below and answer the question that follows.

HANS FARMERS (HF)

Hans Farmers specialises in breeding live chicken at Shapof village. HF is committed to offer bursaries to the community to improve the level of education. They also support community based organisation to roll out anti-retroviral (ARV) treatment programmes.

Identify TWO socio-economic issues addressed by HF in the scenario. Motivate by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3

SOCIO-ECONOMIC ISSUES	MOTIVATIONS

(6)

- 3.4 Discuss ways in which businesses can contribute time and effort in improving the well-being of employees. (6)
- 3.5 Explain ways in which professional, responsible, ethical and effective business practice should be conducted. (4)
- 3.6 Describe any TWO criteria for successful team performance. (6)
- 3.7 Read the scenario below and answer the questions that follow.

SONNY SHOES (SS)

Sonny Shoes wanted to change the designs of their shoes. Management requested experts to develop a questionnaire on how to improve the design of the shoes.

- 3.7.1 Identify the problem-solving techniques used by SS. Motivate your answer by quoting from the scenario above. (3)
- 3.7.2 Explain the advantages for the problem solving technique identified in QUESTION 3.7.1 above. (4)
- 3.8 Advise businesses on how they should handle conflict in the workplace. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 Name any FOUR examples of non-verbal presentation methods. (4)
- 4.2 Outline the differences between *compulsory* and *non-compulsory insurance*. (4)
- 4.3 Read the scenario below and answer questions that follow:

BETTY'S HAIR SALOON (BH)

Betty conducted a presentation to promote her newly saloon in town. She is always prepared to update and keep information relevant. Betty acknowledges good questions to motivate audience in order to ask more questions. She also reflect on any criticism and try to avoid it in her future presentation.

- 4.3.1 Quote TWO areas of improvement Betty considered for her next presentation from the scenario above. (2)
- 4.3.2 Explain other areas of improvement in the next presentation. (4)
- 4.4 Explain the positive impact of interactive whiteboard as an example of visual aids. (6)

BUSINESS ROLES

- 4.5 Outline the purpose of CSI. (4)
- 4.6 Discuss any TWO stages of team development. (6)
- 4.7 Read the scenario below and answer the question that follows.

NAZEEM FISHERIES (NF)

Nazeem Fisheries uses CSR programmes to comply with the law and ethics. NF uses brown recycle bags to pack the fish parcels. They also build a medical centre for the community to improve the health of people.

Identify TWO elements of the triple bottom line applicable to NF. Motivate your answer by quoting from the scenario above.

Use the table below to answer QUESTION 4.7

TRIPLE BOTTOM LINE ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

- 4.8 Advise businesses on the benefits of creative thinking in the workplace. (4)

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

SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question that you choose. 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 (INVESTMENT AND SECURITIES)

The general public is allowed to invest their surplus funds in buying shares on the Johannesburg Securities Exchange (JSE). Some investors prefer to invest their funds on RSA retail savings bonds. It is however, important for investors to take into consideration some factors before making an investment decision.

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

- Outline the differences between *ordinary shares* and *preference shares*.
- Explain the functions of the JSE.
- Discuss the impact of RSA retail savings bond as type of investment opportunities.
- Advise businesses on the following factors that should be considered when making investment decisions:
 - Investment period
 - Return on investment

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

Businesses are required to acknowledge the role of health and safety representative in protecting the workplace environment. They should also learn how to deal with language and race as diversity issues. Successful businesses develop ways to promote cultural rights in the workplace.

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

- Outline the roles of the health and safety representatives in protecting the workplace environment.
- Explain ways in which businesses can deal with the following diversity issues:
 - Language
 - Race
- 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]**