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Department:
Education
North West Provincial Government
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.

- 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.
- Read the instructions for each question carefully and take note of what is required.
 Note that ONLY the answer to the first TWO questions selected in SECTION B and the answers to the FIRST question selected in SECTION C will be marked.
- 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.
- Except where other instructions are given, answers must be written 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 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 |

- 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 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 Bento & Ndaba Architects are jointly and severally liable for the debts of the business. This form of ownership is known as a ...

- A private company.
- B personal liability company.
- C public company.
- D partnership.

1.1.2 Strydom Investments invested R6 000 at 12% simple interest per year. They will receive an amount of ... as interest at the end of 2 years.

- A R6 120
- B R1 440
- C R720
- D R7 526

1.1.3 Dada Engineering sent out questionnaires to experts as part of their market research strategy. This is known as ...

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

1.1.4 Management can suggest alternative approaches and guide employees through alternatives as a strategy to deal with ... personalities.

- A indecisive
- B over-agreeing
- C complaining
- D negative

1.1.5 Businesses deal with ... as a diversity issue by appointing an interpreter to facilitate a common understanding amongst members in a meeting.

- A disability
- B culture
- C language
- D gender

(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.

| |
|---|
| unethical; decision making; employees; Compensation Fund; transformational; Road Accident Fund; unprofessional; health and safety representatives; situational; problem solving |
|---|

- 1.2.1 Businesses contribute to the ... by means of a fuel levy.
- 1.2.2 A leader who guides a team through change should apply the ... leadership theory.
- 1.2.3 Walker Electronics did not disclose all their income in order to avoid paying taxation. This is known as ... business practise.
- 1.2.4 The role of the ... is to work together with employers to investigate any accidents in the workplace.
- 1.2.5 A manager who considers various alternatives before choosing the best one follows the ... process. (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 | Hand-outs | A | often intended as a marketing initiative |
| 1.3.2 | CSR | B | can be converted into ordinary shares |
| 1.3.3 | Charismatic leadership style | C | printed information provided to the audience |
| 1.3.4 | Conflict | D | intended to benefit and uplift communities through social development |
| 1.3.5 | Convertible preference shares | E | leaders reward employees for meeting targets |
| | | F | when an individual/group has a work related issue |
| | | G | cannot be converted into ordinary shares |
| | | H | disagreement between two or more parties in the workplace |
| | | I | leaders use their personality to inspire and motivate employees |
| | | J | electronic information that can be viewed on the screen during a presentation |

(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 any TWO examples of non-verbal presentations. (2)
- 2.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (6)
- 2.3 Read the scenario below and answer the questions that follow.

RATOLAKA LOGISTICS (RL)

Ratolaka Logistics insured their truck for R400 000 while the actual value is R500 000. The truck was involved in an accident, resulting in damage to the amount of R100 000.

- 2.3.1 Name the insurance clause that is applicable to RL in the scenario above. (2)
- 2.3.2 Calculate the amount that Ratolaka Logistics should receive as compensation from the insurer. Show ALL calculations. (4)
- 2.4 Explain the meaning of reinstatement. (4)
- 2.5 Read the scenario below and answer the questions that follow.

JUNE PHOTOGRAPHY (JP)

June included visual aids to enhance her presentation to a group of stakeholders. She spoke with energy and enthusiasm throughout the presentation. June also kept the presentation short and simple. She wants to improve her next presentation.

- 2.5.1 Quote TWO factors that June considered while presenting from the scenario above. (2)
- 2.5.2 Advise June on the areas of improvement that she should consider for her next presentation. (6)
- 2.6 Explain how the following factors could contribute to the success and/or failure of a public company.
- 2.6.1 Capital (4)
- 2.6.2 Legislation (4)
- 2.7 Evaluate the impact of a state owned company as a form of ownership. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name any FOUR stages of team development. (4)
- 3.2 Identify the type of unprofessional business practice applicable to Bonolo Enterprise in EACH statement below:
- 3.2.1 Employees are spending time on social media during working hours.
- 3.2.2 The manager has promised a raise to an employee if she went on a date with him.
- 3.2.3 Pam the secretary is making private phone calls from her office telephone. (6)
- 3.3 Describe the correct procedure to deal with grievances in the workplace. (6)
- 3.4 Read the scenario below and answer the question that follows.

WOLLIE CONSTRUCTION (WC)

Wollie Construction is located in an area where the majority of people are dependent on government grants for their basic needs. Many are struggling to find work due to a high level of illiteracy.

Identify TWO socio-economic issues that pose a challenge to WC.
Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.4

| SOCIO-ECONOMIC ISSUES | MOTIVATIONS |
|-----------------------|-------------|
| 1. | |
| 2. | |

- 3.5 Explain the relationship between social responsibility and the triple bottom line. (6)
- 3.6 Discuss the advantages of creative thinking in the workplace. (6)
- 3.7 Suggest ways in which businesses could deal with tax evasion as a type of unethical business practice. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 State any FOUR types of Unemployment Insurance Fund (UIF) benefits. (4)
- 4.2 Read the scenario below and answer the questions that follow.

S&S FLORISTS (SSF)

S&S Florists have invested their surplus funds in shares. They receive dividends regardless of whether a profit is made. Their voting rights are restricted to particular circumstances.

- 4.2.1 Identify the type of shares that SSF have invested in the scenario above. (2)
- 4.2.2 Explain any other rights SSF have as shareholders of the type of shares identified in QUESTION 4.2.1. (4)
- 4.3 Outline the difference between management and leadership. (4)
- 4.4 Advise businesses on aspects that should be considered when designing a multimedia presentation. (6)

BUSINESS ROLES

- 4.5 Name THREE social rights of employees in the workplace. (3)
- 4.6 Discuss the advantages of force-field analysis in solving complex business problems. (6)
- 4.7 Read the scenario below and answer the questions that follow.

SAMANTHA'S BAKERY (SB)

Samantha's Bakery places a strong emphasis on teamwork at all levels in the workplace. SB encourages its staff to always respect and trust one another despite differences that may exist among employees.

- 4.7.1 Identify the criteria for successful team performance applicable to SB. Motivate your answer by quoting from the scenario above. (3)
- 4.7.2 Explain ONE other criteria for successful team performance. (4)
- 4.8 Suggest ways in which professional, responsible, ethical and effective business practice should be conducted. (4)

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

SECTION C

Answer any ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of the question chosen.
The answer to the CHOSEN 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 (MANAGEMENT AND LEADERSHIP)

The personal attitude of the leader plays a critical role in successful leadership. The situational leadership theory guides leaders on managing employees. The democratic leadership style is often used by businesses, while the transactional leadership style may sometimes be required.

Write an essay on management and leadership in which you address the following aspects:

- Outline the role of personal attitude in successful leadership.
- Explain the situational leadership theory.
- Discuss the impact of the democratic leadership style on businesses.
- Suggest situations in which the transactional leadership style could be applied in the workplace.

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

Businesses are required to promote the economic rights of the employees in the workplace. They should also implement strategies to protect environment and human health. Business must find ways to deal with poverty and disability as diversity issues in order to enjoy the benefits of diversity in the workplace.

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

- Outline the economic rights of employees in the workplace.
- Explain ways in which businesses could protect the environment and human health.
- Discuss the benefits of diversity in the workplace.
- Recommend ways in which businesses could deal with the following diversity issues in the workplace:
 - Poverty
 - Disability

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150



Department of Education
North West Province
REPUBLIC OF SOUTH AFRICA

ADDENDUM

Business Studies Prep Exam Paper 2 NW/September 2023

| QUESTION | MISCONCEPTIONS, OMISSIONS AND ERRORS IN THE MARKING GUIDELINE | REASONS | CORRECT RESPONSES /ADDITIONS TO THE MARKING GUIDELINES | WAY FORWARD |
|----------|--|--|--|---|
| 1.3.2 | D | The response in the marking guideline is incorrect | The correct answer is letter A | There is only one correct answer in Section A |
| 2.2 | Accept as an alternative to: Facilitates electronic trading of shares/STRATE.✓✓ | As it appears in SC/NSC 2023 Marking Guideline | Channels financial resources into productive economical activities.✓✓/Channels financial resources and facilitates trading✓✓ | Accept as an alternative response. |
| 2.2 | Additional response | As it appears in SC/NSC 2023 Marking Guideline | Enhance job creation and increases economic growth/development. | Accept as an additional response |
| 2.3.2 | Two marks awarded for formula | Apply note nr 2: If the formula and workings were shown correctly but the final answer is wrong, award a maximum of THREE (3) marks. | Award only one mark for formula $\frac{\text{Insured amount}}{\text{Market value}} \times \text{Loss/Damage}$ ✓ | Award only one mark for formula |
| 2.5.1 | No ticks indicated in marking guideline | | She spoke with energy and enthusiasm throughout the presentation✓ | Add one ✓ to each quote |



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| | | | | |
|-------|---|--|---|--|
| | | | June also kept the presentation short and simple✓ | |
| 2.5.1 | Only essence of quote captured in marking guideline | The quote was incomplete in the marking guidelines. | She spoke with energy and enthusiasm throughout the presentation ✓ | Add latter part of quote to marking guideline |
| 4.1 | Temporary Employer/Employee Relief Scheme (TERS) no longer applicable. | This UIF benefit is no longer applicable/relevant to businesses as it catered for the impact of COVID-19 as pandemic in 2020 | | Do not accept Temporary Employer/Employee Relief Scheme (TERS) |
| 4.2.2 | Responses from DBE textbooks and notes omitted | Marking Guideline beefed up with state text books and DBE notes | Add the following responses to Marking Guidelines: Shareholders receive dividends regardless✓ of how much profits are made.✓ Receive interim✓ and annual reports.✓ They only have voting rights at the AGM✓ under particular circumstances/for certain resolutions.✓ Cumulative shareholders must receive outstanding/accrued dividends✓ from previous years.✓ Participating preference shareholders have the right to share✓ in surplus profits.✓ | |
| 4.71 | | Tick not provided in the marking guidelines | Add 1 tick to the motivation | |
| 4.7.2 | Award 2 Ticks for each heading and award 1 mark for each correct explanation Max (4) | Applying rule 14.4.1 | Add ✓✓ to each heading | Add Note. Do not accept criteria identified in 4.7.1 |
| | | | | Remove split ticks from explanation |
| 6.2 | Bullet number 3 Repetition of equal pay | | Mark fair wages/equal pay for work of equal value. | Remove the repeated part "" equal pay |

Duly Signed

Ramaboea A.N (moderator)

