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**PROVINSIALE VOORBEREIDINGSEKSAMEN/
PROVINCIAL PREPARATORY EXAMINATION**

GRAAD/GRADE 12

**BESIGHEIDSTUDIES V2/
BUSINESS STUDIES P2**

SEPTEMBER 2023

PUNTE/MARKS: 150

TYD/TIME: 2 uur/hours

**Hierdie vraestel bestaan uit 10 bladsye./
This question paper consists of 10 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 questions in this section

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

Note that ONLY 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 COMPLUSORY	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 legible.

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 E.

1.1.1 Sonke Old Age Home is an example of a ... company as it receives donations that enables it to take care of terminally ill people.

- A public
- B non-profit
- C private
- D state-owned

1.1.2 Investors can easily invest in ... electronically directly from National Treasury.

- A RSA retail savings bonds
- B fixed deposit
- C unit trust
- D shares

1.1.3 The board of directors of Finky Manufacturers practices ... by maintain a regular communication with stakeholders.

- A transparency
- B accountability
- C responsibility
- D discipline

1.1.4 Dineo Traders is committed to development in the local communities by donating computers to under privileged schools. This is known as ...

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

1.1.5 Zane allows Carin to speak in an angry manner without attacking her. This is an example of dealing with a ... personality.

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

(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 (1.2.1–1.2.5) in the ANSWER BOOK.

problem solving; founders; grievance; unfair; information; bonus;
privacy; decision-making; conflict; misleading

- 1.2.1 Conty Supermarket used a picture of a disabled person to advertise their new product. This is an example of ... advertising.
- 1.2.2 Reagan LTD respects the employees' rights to ... by not providing their personal information to other businesses.
- 1.2.3 The shareholder of ... shares are the last to be paid when the company is declared bankrupt.
- 1.2.4 Lungile can lodge a ... when he disagrees with the resolution taken by senior management.
- 1.2.5 The practice where various alternatives are considered before choosing the best solution is known as ...

(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	Professionalism	A	useful in brainstorming sessions as suggestions are summarized
1.3.2	Creative thinking	B	depends on the strong and charismatic personality of the leader
1.3.3	Economic rights	C	focusses on applying a code of conduct of business
1.3.4	Interactive white boards	D	uses routine methods to solve problems
1.3.5	Transformational leadership theory	E	allows employees to have access to health care
		F	uses unique methods to solve problems
		G	depends on the kind of relationships between leaders and followers
		H	useful to capture additional notes during the presentation and feedback
		I	focusses on business practices that are acceptable to society
		J	allows employees to be paid equally for work of equal value

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions.

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 examples of short-term insurance. (4)

2.2 Outline the difference between *ordinary shares* and *preference shares*. (4)

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

UMANO DESIGNS (UD)

Umano Designs are well known for producing quality clothing. The management of UD do not seek any help, input, or opinion from other members of the organization.

2.3.1 Identify the leadership style used by UD. (2)

2.3.2 Explain the negatives impact of the leadership style identified in QUESTION 2.3.1. (4)

2.4 Discuss any TWO principles of insurance. (6)

2.5 Read the scenario below and answer the questions that follow:

SOCCER ZONE TRADERS (SZT)

Soccer Zone Traders is selling sportswear. SZT is owned by Thabo Jones. SZT purchases its stock from Sportswear Manufacturers Ltd that is owned by shareholders who have a limited liability.

2.5.1 Identify TWO forms of ownership that are applicable in the scenario. Motivate your answer by quoting from the scenario.

Use the table below as a GUIDE to answer QUESTION 2.5.1.

NAME OF BUSINESS	FORM OF OWNERSHIP	MOTIVATION
1. Soccer Zone Traders (SZT)		
2. Sportswear Manufacturers Ltd		

(6)

2.5.2 Elaborate on the meaning of limited liability. (4)

- 2.6 Evaluate the impact of non-profit companies as a form of ownership. (4)
- 2.7 Suggest areas of improvement for the next presentation. (6)
- [40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name TWO stages of team development. (2)
- 3.2 Outline the causes of conflict in the workplace. (6)
- 3.3 Read through the scenario and answer the questions that follow.

KEANO ENTERPRISE (KE)

Keano Enterprise uses CSR programmes to comply with the law and ethics. KE offers educational resources to needy children in the community. The business also use recycled containers to package their products.

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

Use the table below as GUIDE to answer QUESTION 3.3.

TRIPPLE BOTTOM LINE ELEMENTS	MOTIVATIONS
1.	
2.	

(6)

- 3.4 Discuss ways in which businesses can deal with difficult employees in the workplace. (6)
- 3.5 Read the scenario below and answer the question that follow.

KALAHARI TILES (KT)

Kalahari Tiles is a hardware retailer specialising in the selling of quality tiles. The personnel in the sales department promise employees promotions if they agree to have a relationship with them. John, the driver, usually takes extended personal trips after doing deliveries.

Identify TWO types of unprofessional business practices applicable to KT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5.

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

(6)

- 3.6 Discuss ways in which businesses can deal with *poverty* as a socio-economic issue. (4)
- 3.7 Explain *communication* as a criteria for successful team performance. (4)
- 3.8 Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace. (6)
- [40]

QUESTION 4: MISCELLANIOUS

BUSINESS VENTURES

- 4.1 Identify the types of preference shares offered by Quency Traders in EACH statement below.
- 4.1.1 Quency Traders offered shares that can only be bought back when it closes down for reasons other than bankruptcy. (2)
- 4.1.2 The business also sold shares where shareholders will not be compensated for past dividends that were not paid out when profits were low. (2)
- 4.2 Outline the role of personal attitude in successful leadership. (6)
- 4.3 Read the scenario below and answer the questions that follow.

Sibusiwé bought a business property worth R800 000, but he insured it for R500 000. Heavy rains destroyed part of the property and damages were estimated at R300 000.

- 4.3.1 Name the insurance clause that is applicable to the scenario above. (2)
- 4.3.2 Calculate the amount that Sibusiwé will receive as compensation from the insurer. Show ALL calculations. (4)
- 4.4 Explain how the *legislation* can contribute to success and/or failure of a soletrader. (4)

BUSINESS ROLES

- 4.5 Identify human rights addressed by Xoxi Stores in EACH statement below:
- 4.5.1 Xoxi Stores do not force workers to do embarrassing or degrading work. (2)
- 4.5.2 Employees at Xoxi Stores request, with motivation, to see financial statements. (2)

- 4.6 Explain the implications of equality, respect and dignity in the workplace. (4)
- 4.7 Read the scenario below and answer the question that follow.

OMEGA METAL MANUFACTURERS (OMM)

The management of OMM is considering the possibility of adding a new product line. They first want to have the opinions of experts on the sustainability and viability of the decision.

- 4.7.1 Identify the problem solving applied by OMM in the scenario. (2)
- 4.7.2 Explain how OMM could apply the problem solving technique identified in QUESTION 4.7.1. (4)
- 4.8 Suggest the importance of team dynamic theories in improving team performance. (6)
- [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 question must start on a NEW page, e.g. QUESTION 5 on a NEW page OR QUESTION 6 on NEW page.

QUESTION 5: BUSINESS VENTURES (PRESENTATION AND DATA RESPONSE)

Presenters should consider some aspects when designing a multimedia presentation. Some presenters prefer to use the PowerPoint and handouts to enhance the presentations. There are factors to be considered while presenting. Presenters should figure out how to respond to questions after a presentation in a non-aggressive and professional manner.

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

- Outline the aspects to be considered when designing a multimedia presentation.
- Discuss the advantages using the following visual aids.
 - PowerPoint
 - Hand-outs
- Explain the factors to be considered while presenting.
- Suggest ways in which the presenter can handle feedback in a non-aggressive and professional manner.

[40]

QUESTION 6: BUSINESS ROLES (ENVIRONMENTAL ISSUES AND DIVERSITY)

Employers must consider their responsibilities in promoting human health and safety in the workplace. The health and safety representatives are also responsible for promoting health and safety in the workplace. Businesses that promote diversity issues such as age and disability can protect their image, so that they can enjoy the benefits of diversity in the workplace.

Write an essay on environmental issues and diversity in which you include the following aspects:

- Outline the responsibilities of the employers in promoting human health and safety in the workplace.
- Explain the roles of health and safety representatives in protecting the workplace environment.
- Explain ways in which businesses could deal with the following diversity issues in the workplace:
 - Age
 - Disability
- Advise businesses on benefits of diversity in the workplace.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150