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# **BUSINESS STUDIES GRADE 12**

## **TRIAL EXAMINATION PAPER 2**

**20 SEPTEMBER 2023**

**VERSION 2**

**MARKS: 150**

**TIME: 2 HOURS**

**EXAMINER:  
METRO SOUTH EDUCATION DISTRICT**

**MODERATOR:  
METRO CENTRAL EDUCATION DISTRICT**

**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 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.

question.

SECTION		QUESTION	MARKS	TIME
A:	Objective-type questions COMPULSORY	1	30	20 minutes
B:	THREE direct/indirect-type questions CHOICE: Answer any TWO.	2	40	70 minutes
		3	40	
		4	40	
C:	TWO essay-type questions CHOICE: Answer any ONE.	5	40	30 minutes
		6	40	
TOTAL			150	120 minutes

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

1.1.1 Investors provide ... as a type of investment opportunity to new prospective businesses who are starting out in the industry.

- A managed portfolios
- B venture capital
- C 32-day notice deposits
- D retirement annuities

1.1.2 Montague Wholesalers, which has a market value of R1 000 000, was recently damaged by fire. The cost of repairs for damages to the building amounted to R300 000. Montague Wholesalers was insured for R800 000.

The amount for repairs that will be paid out by the insurer according to the average clause will be ...

- A R37 500
- B R270 000
- C R240 000
- D R300 000

1.1.3 The autocratic leadership style is best applied in situations when the ...

- A business experiences crises and emergencies.
- B leader requires different perspectives from employees.
- C business promotes teamwork in the workplace.
- D leader uses their charm to influence employees.

1.1.4 Claremont Accountants deal with ... as a socio-economic issue by providing anti-retroviral treatment programmes to infected employees.

- A poverty
- B unemployment
- C crime
- D HIV/AIDS

1.1.5 Businesses address privacy as a human right in the workplace by ...

- A preventing any form of religious discrimination.
- B protecting the personal information of their employees.
- C promoting open communication channels between all stakeholders.
- D preventing employees from engaging in degrading work.

(5 × 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.

conflict ; shareholders ; division of profits ; before ; problem-solving;  
decision making ; during ; debenture holders ; grievance ; taxation

- 1.2.1 During the liquidation process ... receive repayments before any other stakeholders.
- 1.2.2 Factors such as establishing credibility and capturing the attention of the audience takes place ... the presentation.
- 1.2.3 Mihle Construction Ltd obtained government tenders due to timeous payments made to the South African Revenue Services. This refers to ... as a criterion that contributes to the success of a public company.
- 1.2.4 Lodging formal complaints by employees due to work related issues is known as a ...
- 1.2.5 The employees of Pravin Agriculture participated in ... by generating solutions and critically evaluating them.

(5 × 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 Bonus shares	A achieved by appointing internal and external auditors to audit financial statements
1.3.2 Road Accident Fund	B issued to the incorporators of the company after all other shareholders have been paid
1.3.3 Overhead projector	C effective visual aid during times when computers malfunction
1.3.4 Accountability	D used to encourage robust discussions in large groups
1.3.5 Force-field analysis	E achieved by conducting transactions openly and honestly
	F contributions to this fund are paid in the form of fuel levies
	G effective visual aid in combining sound and video clips
	H contributions to this fund are paid by employers to cover work related accidents
	I issued to shareholders as compensation for unpaid dividends
	J used to compare supporting and opposing factors when implementing change

(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 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 TWO leadership theories. (2)
- 2.2 Outline the characteristics of non-profit companies. (4)
- 2.3 Read the scenario below and answer the questions that follow.

**MODISE PROPERTIES (MP)**

Modise Properties has been guaranteed that they would be placed in the same position in the event of any damage to their assets. They disclosed all the required information with Silver Insurers before signing the insurance contract. MP has also conducted research on the importance of insurance for businesses.

- 2.3.1 Identify TWO principles of insurance applicable to MP. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.1.

PRINCIPLES OF INSURANCE	MOTIVATIONS
1.	
2.	

(6)

- 2.3.2 Describe the importance of insurance for businesses. (4)
- 2.4 Explain how the following criteria can contribute to the success and/or failure of a private company.
- 2.4.1 Capital (4)
- 2.4.2 Legislation (4)
- 2.5 Discuss mutual funds/stokvels including their risk factors, as a type of investment opportunity. (6)

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

**GQEBERHA MARKETING (GM)**

Ismail, the advertising manager at Gqeberha Marketing, included graphics to complement the text on the slides of his presentation. He created hyperlinks for quick access to videos. GM requested Ismail to infuse humour appropriately in his next presentation. Ismail will also be required to handle feedback in a non-aggressive and professional manner.

- 2.6.1 Quote TWO aspects considered by Ismail when designing a multimedia presentation. (2)
- 2.6.2 Recommend ways in which Ismail, as a presenter, can handle feedback in a non-aggressive and professional manner. (4)
- 2.7 Advise businesses on the role of personal attitude in successful leadership. (4)
- [40]**



**QUESTION 3: BUSINESS ROLES**

- 3.1 List any FOUR types of difficult personalities in the workplace. (4)
- 3.2 Elaborate on the meaning of *ethical behaviour*. (4)
- 3.3 Identify the diversity issue that Booyesen Architecture (BA) deals with in EACH of the following statements.
- 3.3.1 BA has employed interpreters in order for all employees to understand information communicated during staff meetings. (2)
- 3.3.2 Wheelchair ramps are visible throughout BA to cater for employees with special needs. (2)
- 3.4 Describe any TWO elements of the triple bottom line. (6)
- 3.5 Advise businesses on the impact of the nominal group technique. (4)
- 3.6 Read the scenario below and answer the questions that follow.

**SANDILE INDUSTRIES (SI)**

Sandile Industries provides the necessary personal protective clothing to all employees. The employees of SI take responsibility for their own health and safety in the workplace. SI has requested an urgent meeting with all health and safety representatives. The correct systems are in place at SI to ensure that there is no harmful impact on the health and safety of employees.

- 3.6.1 Quote TWO ways in which SI promotes human health and safety in the workplace. (2)
- 3.6.2 Explain the roles of the health and safety representatives in protecting the workplace environment. (4)
- 3.7 Discuss ways in which businesses can contribute time and effort in improving the well-being of communities. (6)
- 3.8 Suggest ways in which businesses can create an environment that promotes creative thinking in the workplace. (6)

**[40]**

#### QUESTION 4: MISCELLANEOUS TOPICS BUSINESS VENTURES

- 4.1 State TWO benefits of the Unemployment Insurance Fund (UIF) as a type of compulsory insurance. (2)
- 4.2 Outline the difference between *limited liability* and *unlimited liability*. (4)
- 4.3 Read the scenario below and answer the question that follows.

##### **SALAMA LOGISTICS (SL)**

Rosland, the training manager at Salama Logistics, uses a system of rewards and punishments for employees to reach business goals. Karabo, the CEO, has delegated tasks to the most experienced staff members to improve overall efficiency at SL.

Identify TWO leadership styles applicable to SL. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 4.3.

LEADERSHIP STYLES	MOTIVATIONS
1.	
2.	

- (6)
- 4.4 Explain the impact of *flip charts* as a type of visual aid. (4)
- 4.5 Advise businesses on the functions of the Johannesburg Securities Exchange (JSE). (4)

#### **BUSINESS ROLES**

- 4.6 Name TWO social rights of employees in the workplace. (2)
- 4.7 Outline the purpose of corporate social responsibility (CSR). (6)
- 4.8 Explain any TWO problem-solving steps. (6)
- 4.9 Read the scenario below and answer the questions that follow.

##### **KRUGER CONSULTANTS (KC)**

Kruger Consultants has identified that employees have been using the petty cash and vehicles of KC without permission. KC is in the process of dealing with this unprofessional business practice.

- 4.9.1 Identify the unprofessional business practice applicable to KC. (2)
- 4.9.2 Recommend ways in which KC can deal with the unprofessional business practice identified in QUESTION 4.9.1. (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: SECURITIES)**

Businesses are required to examine the differences between simple interest and compound interest as it influences their return on investment. They also consider other factors when making investment decisions in order to derive the maximum benefit from the forms of investment they choose. Businesses should understand the rights of ordinary shareholders as it has a direct implication on how dividends are paid.

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

- Outline the differences between *simple interest* and *compound interest*.
- Explain THREE factors that should be considered when making investment decisions other than return on investment (ROI).
- Discuss the impact of the following forms of investment:
  - Government/RSA retail savings bonds
  - Fixed deposits
- Advise businesses on the rights of ordinary shareholders.

[40]

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

Successful businesses analyse team dynamic theories in order to improve their team performance. The criteria for successful team performance, as well as the stages of team development influence the extent to which teams develop and achieve their goals. Businesses are also required to follow the correct steps in handling conflict in the workplace.

Write an essay on team performance assessment and conflict management in which you include the following aspects:

- Outline the importance of team dynamic theories in improving team performance.
- Explain THREE criteria for successful team performance.
- Discuss the following stages of team development:
  - Storming
  - Performing
  - Adjourning
- Advise businesses on how they should handle conflict in the workplace.

[40]

**TOTAL SECTION C [40]****GRAND TOTAL [150]**