GAUTENG PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

JUNE EXAMINATION
GRADE 12

2023

BUSINESS STUDIES

(PAPER 2)

TIME: **2 hours**

MARKS: **150**

11 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.

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 the 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, 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 numbers (1.1.1 to 1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

1.1.1 The insurer requested Pretorius Outfitters to pay an amount of R2 500 as a/an … when claiming for damages to their computer centre.

A reinstatement
B premium
C excess
D compensation

1.1.2 Mafuze Enterprises invested R3 000 at 12% simple interest per year. They will receive an amount of … as interest at the end of 2 years.

A 3 720
B 3 763
C 763
D 720

1.1.3 Businesses consider various alternatives before deciding on the best one. This is known as …

A decision making.
B problem solving.
C the creative thinking technique.
D the problem solving technique.

1.1.4 Businesses apply transparency as a King Code principle for good corporate governance by …

A ensuring that the company's ethics are effectively implemented.
B appointing internal and external auditors to audit financial statements.
C ensuring that other levels of management are clear about their roles.
D ensuring that there is regular communication between management and stakeholders.

1.1.5 The criterion for successful team performance where continuous review of team progress to ensure that goals are reached, is known as …

A co-operation.
B shared values.
C communication.
D interpersonal attitudes and behaviour.

(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.

leadership; accountability; insurable; grievance; ordinary; management; non-insurable; responsibility; bonus; conflict

1.2.1 The coordination of planning, organising, leading and controlling employees to achieve business goals is known as …

1.2.2 The shareholders of Emmy Trading received the … shares without paying for them.

1.2.3 Natural disasters are an example of … risks.

1.2.4 Businesses apply … as a King Code principle when their board of directors ensures that the company's ethics are effectively implemented.

1.2.5 The disagreement between two or more parties in the workplace 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	Situational leadership theory	A	conflict may occur, but commitment and unity are strong
1.3.2	Average clause	B	business must divide the employees into smaller groups
1.3.3	Professional business practise	C	leaders reward the positive behaviour of their employees
1.3.4	Brainstorming	D	using clients' information for personal gain
1.3.5	Norming	E	the insurer will pay for insured loss in proportion to the insured value
		F	leaders analyse the business objectives to choose an appropriate leadership style
		G	the insured will not receive a pay-out larger than the value of the loss at market value
		H	all group members randomly make suggestions
		I	some team members tolerate each other to survive this stage
		J	keeping clients' details confidential

(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 Name FOUR examples of long-term insurance. (4)

2.2 Elaborate on the meaning of *non-compulsory insurance*. (4)

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

TIM WHOLESALERS (TW)

Tim Wholesalers invested their surplus funds of R50 000 for six months at 10% interest with Nzalo Bank.

2.3.1 Name the form of investment applicable to Tim Wholesalers from the scenario above. (2)

2.3.2 Describe the positive impact of the form of investment named in QUESTION 2.3.1. (4)

2.4 Evaluate the impact of the autocratic leadership style. (6)

2.5 Discuss the following factors that must be considered when making investment decisions:

2.5.1 Return on investment (4)

2.5.2 Liquidity (4)

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

EDEN HOTEL (EH)

Michael, the owner of EH understands that the right attitude will set the right atmosphere. He always tries to find more efficient ways of completing tasks. Michael also models the behaviour that he wants to see in his followers.

2.6.1 Quote TWO roles of personal attitude in successful leadership displayed by Michael in the scenario above. (2)

2.6.2 Discuss other roles of personal attitude in successful leadership. (6)

2.7 Suggest situations in which the transactional leadership style can be applied in the workplace. (4)

[40]

QUESTION 3: BUSINESS ROLES

3.1 State TWO types of difficult personalities in the workplace. (2)

3.2 Identify the type of unethical business practice applicable to Lethabo Manufacturers in EACH statement below:

3.2.1 LM did not declare all their income to the South African Revenue Service (SARS) for the previous financial year. (2)

3.2.2 LM also uses fine print to hide important information when promoting their products. (2)

3.3 Explain how businesses can apply the force field analysis in solving complex business problems. (6)

3.4 Discuss the characteristics of successful team performance. (6)

3.5 Read the scenario below and answer the question that follows.

AMANGWE GOLFERS (AG)

Mandisa is a team leader of Amangwe Golfers, which consists of highly skilled team members. Team members sometimes tolerate each other to survive in the team. They also know that all tasks must be completed before the team dissolves.

Identify TWO stages of team development applicable to AG. Motivate your answer by quoting from the scenario above.

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

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1.	
2.	

(6)

3.6 Describe the importance of team dynamic theories in improving team performance. (4)

3.7 Discuss the advantages of creative thinking in the workplace. (6)

3.8 Evaluate the impact of the nominal group technique in solving complex business problems. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Name TWO types of preference shares. (2)

4.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (6)

4.3 Read the scenario below and answer the question that follows.

MANDLAKHE BOOK STORE (MBS)

Mandla, the owner of Mandlakhe Book Store, insured his business against fire and theft with Shane Insurers. Shane Insurers and MBS disclosed all relevant facts, which were included in the insurance contract. They also agree that any damage to the building should be expressed in financial terms.

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

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

PRINCIPLES OF INSURANCE	MOTIVATIONS
1.	
2.	

(6)

4.4 Explain the transformational leadership theory. (6)

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4.5 Outline the correct procedures when dealing with grievances in the workplace. (4)

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

MANZINI TRADERS (MT)

Manzini Traders has a workforce that consists of some difficult employees. The management of MT has identified the type of personality that is giving problems. MT prompts them through the process so that they can give input. Employees were told about what specific behaviours are acceptable and were also given opportunities to explain their behaviour.

4.6.1 Quote TWO ways from the scenario above in which MT deals with difficult employees. (2)

4.6.2 Explain other ways in which MT can deal with difficult employees in the workplace. (4)

4.7 Discuss how businesses could handle conflict in the workplace. (4)

4.8 Recommend ways in which businesses can create an environment that stimulates creative thinking in the workplace. (6)
[40]

TOTAL SECTION B: 80

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 (INSURANCE)

Businesses must make a realistic estimate by not over- or under-insuring their assets. They are required to contribute to compulsory insurance and also adhere to the principles of insurance. Businesses are also aware of the advantages of insurance.

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

- Outline the differences between *over-insurance* and *under-insurance.*
- Explain the advantages of insurance.
- Discuss the THREE types of compulsory insurance.
- Advise businesses on indemnity as a principle of insurance. **[40]**

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Businesses are expected to conduct their operations in a professional and ethical manner. Many businesses develop strategies to address challenges posed by unprofessional business practices. Businesses should be conducted in a professional, responsible, ethical and effective manner.

Write an essay on ethics and professionalism in which you include the following aspects:

- Elaborate on the meaning of professional behaviour.
- Explain how the following unprofessional business practices can pose a challenge to businesses:
  - Sexual harassment
  - Unauthorised use of workplace funds and resources
  - Abuse of work time
- Discuss ways in which businesses could deal with the above mentioned types of unprofessional business practices in the workplace.
- Suggest ways in which professional, responsible, ethical and effective business practices should be conducted. **[40]**

TOTAL SECTION C: 40

TOTAL: 150