LIMPOPO

PROVINCIAL GOVERNMENT

REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF EDUCATION

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P2

SEPTEMBER 2024

MARKS : 150
TIME : 2 hours

This question paper consists of 9 pages.

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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.

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

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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 In 2003, the shareholders of Microsoft Ltd. were issued two … shares for every one share held as compensation for unpaid dividends.

A founders
B bonus
C ordinary
D preference

1.1.2 The value of Micasa Fast Food's Caravan is R80 000 and it was insured for R60 000. Damage caused by fire amounted to R35 000. Micasa will receive … as compensation.

A R20 000
B R25 000
C R45 350
D R26 250

1.1.3 Sam, who runs a cleaning company, was summoned by law enforcement for not paying tax for more than ten years. This type of unethical business practice is referred to as …

A tax avoidance
B tax compliance
C tax evasion
D tax implications

1.1.4 In the application of the … technique, the business divides employees into smaller groups and request each employee to silently generate many ideas on his/her own.

A nominal group
B Delphi technique
C force field
D brainstorming

1.1.5 … is one of the advantages of corporate social responsibility on businesses.

A The standard of living of the community is uplifted.
B Promotes customer loyalty resulting in more sales.
C Better educational facilities are established in poor communities.
D Shareholders may receive less dividends, as some profits are spent on CSI. (5 x 2) (10)

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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

limited liability, problem solving, poster, poverty, transformational , decision making, situational, unlimited liability, unemployment, flip chart

1.2.1 When applying the … leadership theory, the task dictates the leadership style that should be used.

1.2.2 … implies that the owner's personal assets are protected against the debts of the business

1.2.3 … is mainly used for a small audience in a presentation to note down short notes.

1.2.4 In …, various alternatives are considered before deciding on the best one.

1.2.5 Providing skills development programmes through learnerships is one way businesses can deal with … as a socio-economic issue.

(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 Excess	A reduce dangers to workers and provide personal protective clothing.
1.3.2 Rehearsal	B businesses report on product, profit and people.
1.3.3 Triple bottom line	C portion of the insurance claim that the insured pays towards the cost of repairing the insured property.
1.3.4 Health and safety representatives	D is one of the factors that must be considered by a presenter while presenting.
1.3.5 Norming stage	E the focus is on the completion of the task.
	F ensure that protective clothing is provided to all workers.
	G business report on profit, people and planet.
	H payout that the insured receive from the insurer for damaged /stolen property.
	I team members come to an agreement and reach consensus.
	J is one of the factors that must be considered by the presenter while preparing for 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 FOUR forms of investment. (4)

2.2 Outline advantages of insurance for the business. (6)

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

CRONJÉ INTERIOR DESIGNERS (CID)

In his presentation of the annual report, Andre, the financial manager of CID, projected images directly from a computer. No external projector was necessary. He also used special pens to write on the board while the images he prepared were displayed on the board.

2.3.1 Identify the visual aid used by the financial manager of CID in the scenario above. (2)

2.3.2 Advise businesses on the aspects that must be considered when designing a multimedia presentation. (4)

2.4 Discuss the advantages of state-owned company. (4)

2.5 Read the statements below and answer the questions that follow.

A leader's bad attitude can influence the failure of the business. Positive attitude releases leadership potential for personal growth. A leader's good attitude can influence the success of the business.

2.5.1 Quote TWO roles of personal attitude in successful leadership from the statements above. (2)

2.5.2 Distinguish between management and leadership. (4)

2.6 Discuss how the following criteria could contribute to the success and/or failure of a partnership.

2.6.1 Legislation (4)
2.6.2 Management (4)

2.7 Suggest situations in which democratic leadership style can be applied in the workplace. (6)
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[40]

QUESTION 3: BUSINESS ROLES

3.1 Name any TWO King Code principles for good corporate governance to improve ethical business conduct. (2)

3.2 Outline the problem solving steps. (6)

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

MAPAMBA'S TUCK SHOP (MTS)

Promise is the manager of MAPAMBA Tuck Shop. She has two employees, Nelly and Mohlale, both with difficult personalities. She deals with their personalities in these ways:
She makes sure that she does not accuse Nelly of being incorrect. She also ensures that she allows Mohlale time to speak and blow off.

Identify TWO difficult personalities encountered by Promise. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.3.

DIFFICULT PERSONALITIES	MOTIVATION
1.	
2.	

(6)

3.4 Explain ways in which businesses can contribute time and effort in improving the well-being of communities. (6)

3.5 Read the case study below and answer the questions that follow.

DIVERSITY AT WOOLWORTHS (SOUTH AFRICA)

Woolworths (SA) is promoting diversity in the workplace. It supports individuals of varying gender, ethnic group, age and religion.

Source: https://www.glassdoor.co.in/Culture/Woolworths-South-Africa-Diversity-E312093.htm Excessed: 15 April 2024

3.5.1 Name TWO diversity issues supported by Woolworths in the case study above. (2)

3.5.2 Describe responsibilities of employees in promoting human health and safety in the workplace. (4)

3.6 Explain how businesses can apply the following problem-solving techniques to solve complex business problems.

3.6.1 Delphi technique (4)

3.6.2 Force-field analysis (4)

3.7 Recommend ways in which the business can deal with difficult employees. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 State any TWO examples of non-verbal presentations. (2)

4.2 Outline FOUR factors that should be considered when making investment decisions. (4)

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

AKANI WEDDING PLANNERS (AWP)

For the security of their workers, AWP organised the type of insurance that will cover occupational diseases and workplace injuries.

4.3.1 Identify the type of compulsory insurance that AWP organised for their workers in the scenario above. (2)

4.3.2 Explain any TWO principles of insurance. (6)

4.4 Suggest ways in which the presenter can handle feedback in a non-aggressive and professional manner (6)

BUSINESS ROLES

4.5 Classify the following statements as either unethical business practice or unprofessional business practice:

4.5.1 Theo, the sales manager of Raphiri Supermarket operating in the rural area of Tzaneen, charges high prices for goods.

4.5.2 Sandako Furnitures advertises second hand goods as new. (4)

4.6 Read the case study below and answer the questions that follow:

COCA-COLA IS HELPING SECURE SOUTH AFRICA'S WATER FUTURE

From 2022, Cola aims to prioritise rural development. It aims to improve access to safe water and protect our natural water resources.

Source: https://www.coca-cola.com/za/en/media-center/coca-cola-is-helping-secure-south-africa-s-water-future. Accessed: 14 April 2024

4.6.1 Identify Coca-Cola's CSI focus area in the case study above. (2)

4.6.2 Explain the impact of Corporate Social Investment (CSI) on business. (4)

4.7 Discuss the implication of equity, respect and dignity on businesses. (6)

4.8 Advise businesses on the importance of team dynamic theories in improving team performance. (4)

[40]

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 a NEW page.

QUESTION 5: BUSINESS VENTURES (INVESTMENT: SECURITIES/ OPPORTUNITIES)

Companies issue various types of preference shares. They sell them through the Johannesburg Securities Exchange/JSE. Companies also offer various types of investment opportunities, each with its own level of risk. In other types of investment opportunities, investors are given the opportunity to choose between simple interest and compound interest.

Write an essay on Write an essay on investment (securities/opportunities) in which you include the following aspects:

- Outline types of preference shares.
- Distinguish between simple interest and compound interest.
- Discuss any THREE types of investment opportunities and their risk factors.
- Advice businesses on functions of the Johannesburg Securities Exchange/JSE.

[40]

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

No matter the size, industry or level of profitability of an organization, business ethics are one of the most important aspects of long-term success. While you can show a lot in your first impression, it is always advisable to demonstrate that your business is professional. In this way, customers and other businesses will regard you as trustworthy and may consider your business when making decisions on who to do business with.

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

- Describe the meaning of professional behaviour.
- Explain how the THREE types of unprofessional business practices pose challenges to businesses.
- Discuss ways in which businesses could deal with the types of unprofessional business practices explained in the question above in the workplace.
- Suggest ways in which professional, responsible, ethical and effective business practice should be conducted. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150

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