Western Cape Government
Education
FOR YOU

BUSINESS STUDIES
GRADE 12

TRIAL EXAMINATION

PAPER 2

13 SEPTEMBER 2024

MARKS: 150
TIME: 2 HOURS

EXAMINER:
METRO SOUTH EDUCATION DISTRICT

MODERATOR:
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This question paper consists of 9 pages.

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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.

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.

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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 number (1.1.1 to 1.1.5) in the ANSWER BOOK, e.g. 1.1.6 D.

1.1.1 The insured must have a legal relationship with the object being insured which must be expressed in financial terms. This refer to … as a principle of insurance.

A utmost good faith
B indemnification
C certainty
D insurable interest

1.1.2 Leaders implement the … leadership style by including employee input when making business decisions.

A democratic
B autocratic
C charismatic
D transactional

1.1.3 Successful presenters familiarise themselves with the content … conducting their presentations.

A while
B before
C during
D after

1.1.4 The health and safety representatives of Magnum Tracksuits are required to …

A provide personal protective clothing to employees.
B provide timeous payments to the Compensation fund.
C ensure that employees take care of their own health and safety.
D ensure that personal protective clothing has been provided to employees.

1.1.5 Team dynamic theories are used by businesses to …

A determine tasks that need to be completed.
B complete all tasks of the business on a regular basis.
C allocate tasks according to the roles of team members.
D remunerate employees according to their roll allocations.

(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.

decision-making; planet; dignity; cumulative; short-term; profit; long-term; participating; problem-solving; privacy

1.2.1 Life insurance, retirement annuities and endowment policies form part of … insurance.

1.2.2 Investors with … preference shares receive payments for past dividends that have not been paid out due to poor financial performance of the company.

1.2.3 Ultra Energies implement energy efficient and eco-friendly production methods in their production process. This forms part of … as an element of the triple bottom line.

1.2.4 Businesses promote … as a human right by ensuring that the personal information of employees are not disclosed to other employees.

1.2.5 The manager of Qama Pharmacy applied … by choosing the best option after considering various alternatives.

(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 Debentures	A refrain from attacking their views as it will cause further confrontations
1.3.2 Co-operatives	B provides a visual summary of all factors supporting and opposing a particular idea
1.3.3 Aggressive personalities	C jointly-owned enterprises characterised with a limited continuity
1.3.4 Force-field analysis	D focuses on developing a moral compass for decision-making
1.3.5 Ethical behaviour	E low risk investments as investors provide funding for newly established businesses
	F refrain from suggesting alternatives as employees need to develop their own solutions
	G provides an opportunity in which the opinions of introverted employees are ignored
	H low risk forms of investment as creditors receive payments upon forced liquidation
	I focuses on upholding the reputation of the business
	J jointly-owned enterprises where owners share resources and infrastructure

(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 FOUR examples of non-insurable risks. (4)

2.2 Outline the difference between *limited liability* and *unlimited liability*. (4)

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

ZAZA CONTRACTORS (ZC)

Zaza Contractors paid R6 000 when they lodged their insurance claim with Quick Insurers. Quick Insurance replaced the damaged assets of ZC instead of reimbursing them. ZC understands the importance of insurance as part of their business processes.

2.3.1 Identify TWO insurance concepts applicable to ZC. Motivate your answer by quoting from the scenario above.

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

INSURANCE CONCEPTS	MOTIVATIONS
1.	
2.	

(6)

2.3.2 Describe the importance of insurance for businesses. (4)

2.4 Explain the characteristics of state-owned companies. (6)

2.5 Evaluate the impact of flipcharts as a type of visual aid. (4)

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

RAAFIQ SUPERMARKETS (RS)

Raafiq Supermarkets applies different leadership styles in the workplace. RS has delegated responsibilities to experienced team leaders. They use a system of rewards and punishments to reach organisational targets. RS has provided developmental opportunities to employees who demonstrate leadership skills. They have also conducted research on the transformational leadership theory.

2.6.1 Quote TWO situations in which RS applied the laissez-faire/free reign leadership style in the scenario above. (2)

2.6.2 Discuss the transformational leadership theory. (4)

2.7 Suggest ways in which presenters can handle feedback in a non-aggressive and professional manner. (6)

[40]

QUESTION 3: BUSINESS ROLES

3.1 State the THREE King Code principles. (3)

3.2 Elaborate on the meaning of *adjourning/mourning* as a stage of team development. (4)

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

PIENAAR VEHICLES (PV)

Pienaar Vehicles implements the necessary measures to ensure that they correctly deal with various diversity issues in the workplace. PV offers subsidised meals to their employees on the workplace premises.

3.3.1 Identify the diversity issue applicable to PV. Motivate your answer by quoting from the scenario above. (3)

3.3.2 Explain ways in which PV can deal with any TWO other diversity issues. (6)

3.4 Differentiate between a *grievance* and *conflict*. (4)

3.5 Suggest ways in which businesses can create an environment that promotes creative thinking in the workplace. (4)

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

TSOMO ELECTRICIANS (TE)

Tsomo Electricians uses various problem-solving techniques to solve complex business problems. They invited a panel of experts to solve their business challenges. TE also divided staff members into small groups in which each staff member silently generated their own ideas before sharing it with others. Knowledge of the problem-solving steps is essential for TE.

3.6.1 Identify TWO problem-solving techniques applicable to TE. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.6.1.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

(6)

3.6.2 Discuss any TWO problem-solving steps. (6)

3.7 Recommend ways in which businesses can deal with HIV/AIDS as a type of socio-economic issue. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS
BUSINESS VENTURES

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

4.2 Outline the functions of the Johannesburg Securities Exchange (JSE). (4)

4.3 Identify the criterion that has contributed to the success of Ezinkulu Books Pty (Ltd) as a private company in EACH of the following statements:

4.3.1 The shareholders of Ezinkulu Books Pty (Ltd) have voted for the most competent directors that will govern their business operations. (2)

4.3.2 Ezinkulu Books Pty (Ltd) has obtained government tenders and renewed their licenses because of timeous payments made to the South African Revenue Services (SARS). (2)

4.4 Discuss any TWO types of benefits paid out by the unemployment insurance fund (UIF). (6)

4.5 Advise leaders on the role of personal attitude in successful leadership. (4)

BUSINESS ROLES

4.6 List the FOUR criteria for successful team performance. (4)

4.7 Describe the benefits of creative thinking in the workplace. (6)

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

LAVENDER ENTERPRISES (LE)

Lavender Enterprises deals with the challenges posed by unethical and unprofessional business practices. They implement strategies to deal with abuse of worktime, unfair advertising and sexual harassment in the workplace. LE is required to conduct their business practices in a professional, responsible, ethical and effective manner.

4.8.1 Name TWO unprofessional business practices that LE deals with, in the scenario above. (2)

4.8.2 Explain ways in which professional, responsible, ethical and effective business practices should be conducted by LE. (4)

4.9 Recommend ways in which businesses can promote social rights in the workplace. (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)

Investors often select being preference shareholders because of the preferential rights provided to them. The type of interest rate selected by investors influences their profitability. Investors often have to gain extensive research into the various factors that they should consider before making investment decisions. RSA Retail savings bonds and fixed deposits have different impacts of which investors need to be aware.

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

- Outline the rights of preference shareholders.
- Explain the differences between *simple interest* and *compound interest*.
- Discuss any TWO factors that should be considered when making an investment decision.
- Evaluate the impact of the following forms of investments:
  - RSA Retail savings bonds
  - Fixed deposits

[40]

QUESTION 6: BUSINESS ROLES (CORPORATE SOCIAL RESPONSIBILITY AND CORPORATE SOCIAL INVESTMENT)

Effective businesses are able to differentiate between corporate social responsibility (CSR) and corporate social investment (CSI). They are also required to understand the various components of CSR. CSI affects businesses and communities differently. Businesses need to implement ways of contributing time and effort to improve the wellbeing of their employees.

Write an essay on corporate social responsibility (CSR) and corporate social investment (CSI) in which you include the following aspects:

- Outline the differences between *CSR* and *CSI*.
- Explain any THREE components of CSR.
- Discuss the impact of CSI on the following:
  - Businesses
  - Communities
- Recommend ways in which businesses can contribute time and effort in improving the wellbeing of their employees.

[40]

TOTAL SECTION C [40]

GRAND TOTAL [150]

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