education

MPUMALANGA PROVINCE
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P2

SEPTEMBER 2024

MARKS: 150

TIME: 2 hours

This question paper consists of 10 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 of each question carefully and take particular 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 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, 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, for example 1.1.6 D.

1.1.1 The current and past directors of a … company are jointly and severally responsible for the debts of the company.

A state-owned
B personal liability
C private
D public

1.1.2 Handling feedback after a presentation means that the presenter should …

A maintain eye contact with the audience.
B use visual aids effectively.
C always address the questions and not the person
D keep the presentation short and simple.

1.1.3 Insurance companies applies a … principle when they undertake to pay out an agreed upon amount in the event of loss of life.

A indemnity
B security
C utmost good faith
D Insurable interest

1.1.4 When the manager of Lethu Shop does not record the cash receipts transactions to avoid paying VAT, it is known as …

A tax evasion.
B non-tax disclosure.
C tax negligence.
D tax avoidance.

1.1.5 A … procedure requires an aggrieved employee to first report the matter to his/her supervisor.

A grievance
B conflict
C communication
D reporting

(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 number (1.2.1–1.2.5) in the ANSWER BOOK.

return on investment; limited; age; misleading; discrimination; language; unlimited; unfair; inclusivity; ; liquidity

1.2.1 Alton distributors considered ... decision by investing amount in a type of investment that can easily be converted to cash.

1.2.2 Owner's personal assets may be seized to pay for the debts of the business, this is referred to as ...liability

1.2.3 A business that appoints an interpreter for meetings is addressing ... as a diversity issue.

1.2.4 An example of ... advertising is demonstrated when an advertisement excludes some sections of the population.

1.2.5 Employing people from different backgrounds, 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 number (1.3.1 to 1.3.5) in the ANSWER BOOK, e.g. 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Leadership	A	insured will enter into a legal insurance contract with the insurer, who may be represented by an insurance broker.
1.3.2	Ordinary shareholders	B	moral principles that indicate if decisions are right or wrong
1.3.3	Non-compulsory insurance	C	have a preferred claim on company assets in the event of bankruptcy/liquidation.
1.3.4	Professionalism	D	employees should be free to use their own language when they interact with others in their free time
1.3.5	Cultural rights	E	the ability of an individual or a group of individuals to influence and guide followers or other members of an organization
		F	are the last to be paid, if the company is declared bankrupt.
		G	it is regulated by Government and does not require insurance contracts/brokers
		H	accepted standards/expectations of people's conduct and levels of competence in the workplace.
		I	employees should be allowed to participate in decision making
		J	the coordination of planning, organising, leading and controlling employees to achieve goals.

(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, for example QUESTION 2 on a new page, QUESTION 3 on a NEW page.

QUESTION 2: BUSINESS VENTURES

2.1 Name any THREE types of benefits paid out by the Unemployment Insurance Fund (UIF). (3)

2.2 Outline factors that must be considered when preparing for a presentation. (6)

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

LIONS TRADING ENTERPRISE (LTE)

Lions Trading Enterprise insured their business vehicle for R400 000 while the actual value is R500 000. The vehicle was involved in an accident, resulting in damage to the amount of R40 000.

2.3.1 Name the insurance clause that is applicable to LTE in the scenario above. (2)

2.3.2 Calculate the amount that Lions Trading should receive as compensation from the insurer. Show ALL workings. (4)

2.4 Explain the difference between the Democratic and Autocratic leadership styles. (4)

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

EZWENI COMMUNICATIONS (EC)

Edwin, the financial consultant at Ezweni Communications, presented the financial report to the stakeholders of the business. She decided to use slides that were projected on a screen during her presentation.

2.5.1 Identify the visual aid that Edwin used in her presentation. Motivate your answer by quoting from the scenario above. (3)

2.5.2 Explain the advantages of the visual aid identified in QUESTION 2.5.1. (4)

2.6 Discuss the impact of fixed deposit as a form of investment. (6)

2.7 Advise the businesses how the following criteria could contribute to the success and/or failure of a Partnerships:

2.7.1 Management (4)

2.7.2 Taxation (4)

[40]

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QUESTION 3: BUSINESS ROLES

3.1 Name THREE components of CSR. (3)

3.2 Identify the following difficult personalities in EACH statement below:

3.2.1 Willy, the production supervisor thinks only he knows how to run the plant. (2)

3.2.2 Kerry, who is a team member at Lucky Land, struggles to choose between alternatives to solve a problem. (2)

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

PETE CONSULTANTS (PC)

PETE CONSULTANTS is an accounting firm operating in and around Witbank area. They are currently facing a challenge of controlling some unprofessional business practices taking place internally. One of the managers at PC promised an employee a promotion if she agrees to have a relationship with him. Some of the employees download music and movies using the business's computers and data.

3.3.1 Identify TWO unprofessional business practices that are applicable to PC. Motivate your answer by quoting from the scenario above. (6)

Use the table below as a GUIDE to answer QUESTION 3.3.1.

UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATION
(a)	
(b)	

3.3.2 Recommend ways in which PC could deal with the above-mentioned types of unprofessional business practices. (4)

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3.4 Discuss the benefits of diversity in the workplace. (6)

3.5 Read the scenario below and answer the question that follow:

WAKE – UP CONSULTANTS (WUC)

Wake-Up Consultants is an insurance company that wants to implement a new range of insurance products. Management wants to involve employees in the process and request them to give ideas that are written down, and are not criticised by fellow employees.

3.5.1 Identify the problem solving technique recommended by WUC manage ment. Motivate your answer by quoting from the scenario above. (3)

3.5.2 Explain the advantages of the problem solving technique identified in QUESTION 3.5.1 above. (4)

3.6 Explain the positive aspects of CSI on businesses. (6)

3.7 Recommend strategies businesses can use to protect the environment and human health. (4)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Give FOUR examples of non-verbal presentations. (4)

4.2 Identify the leadership theories applied by Cedrick to manage his employees in EACH statement below:

4.2.1 Cedrick uses different leadership styles in different circumstances. (2)

4.2.2 He encourages his employees to be creative and explore new ways of doing things. (2)

4.3 Discuss the impact of non-profit companies as a form of ownership. (6)

4.4 Explain the importance of insurance for the business. (6)

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BUSINESS ROLES

4.5 Name THREE human rights of employees in the workplace. (3)

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

ROSSI RESTCAMP (RR)

A new rest camp is in the process to be erected in the Kruger National Park, with sleep facilities and a four-star buffet restaurant. Employers and employees at RR agree on methods/ways to get the job done effectively without wasting time on conflict resolution.

4.6.1 Identify the criteria for successful team performance from the scenario above. Motivate your answer by quoting from the scenario. (3)

4.6.2 Discuss the other TWO criteria for successful team performance. (6)

4.7 Recommend ways in which businesses could deal with the following diversity issues in the workplace:

4.7.1 Poverty (4)

4.7.2 Disability (4)

TOTAL SECTION B: [40] 80

SECTION C

Answer 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 (PRESENTATION AND DATA RESPONSE)

Information management is a very important aspect of the business as appropriate multimedia should be designed in order to prepare for a presentation. Top managers should be trained on presentations and on how to evaluate properly the visual aid that can be used when presenting. Observers must help presenters in indicating the areas to improve for their next one.

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.
- Explain factors that should be considered by the presenter while presenting.
- Evaluate the impact of the following visual aids:
  - Hand-outs/flyers/brochures
  - Interactive whiteboard/Smart boards
- Recommend areas of improvement in the next presentation. **[40]**

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

Management should describe to all stakeholders the importance of team dynamics theories, in improving team performance in the workplace. They must also be able to identify the causes of conflict, know how team members go through different stages in team development and be able to deal with difficult employees in the workplace.

Write an essay in which you address the following aspects:

- Outline the causes of conflict in the workplace.
- Describe the importance of team dynamic theories in improving team performance.
- Discuss the following stages of team development.
  - Storming
  - Norming
- Suggest different ways in which businesses could deal with difficult people in the workplace. **[40]**

TOTAL SECTION C: 40
GRAND TOTAL: 150

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