KWAZULU-NATAL PROVINCE
EDUCATION
REPUBLIC OF SOUTH AFRICA

FINAL

NATIONAL SENIOR CERTIFICATE

GRADE 12

BUSINESS STUDIES P2

PREPARATORY EXAMINATION

SEPTEMBER 2024

MARKS: 150

TIME: 2 hours

This question paper consists of 11 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 two questions in this section.

2. Read the instructions for each question carefully and take note of what is required.

   Note that ONLY the first TWO questions in SECTION B and the FIRST questions in SECTION C will be marked.

3. Number the answers carefully 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	**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**

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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 – 1.1.5) in the ANSWER BOOK, for example 1.1.6 E.

1.1.1 A stipulation set by the insurer which is applicable when goods are insured for less than its market value.

A over insurance.
B under insurance.
C re-instatement clause.
D Average clause.

1.1.2 Clementine wants an interest which is added to the investment, so that capital amount increases. This is ... investment concept.

A compound interest
B simple interest
C debentures
D capital gain

1.1.3 The owners of the ... have unlimited liability

A state owned
B partnership
C private
D public

1.1.4 Businesses are expected to employ people from different socio-economic backgrounds. This addresses... as the diversity issue in the workplace.

A education
B equity
C poverty
D privacy

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1.1.5 All members of the group should randomly make suggestions. This is in accordance with ... problem solving technique.

A nominal group technique
B Delphi technique
C force field analysis
D brainstorming

(5 x 2) (10)

1.2 Complete the following statements by using the word(s) 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.

economic; abuse of work time; customers; compulsory; transactional; rural development; social; autocratic; non-compulsory; unauthorised use of workplace funds and resources

1.2.1 Thabo, as the ... leader does not invite the team members to contribute ideas and participate in the decision-making process.

1.2.2 The ...insurance is voluntary/the insured has a choice whether to enter into an insurance contract

1.2.3 One of the focus area of Corporate Social Investment is ...

1.2.4 Muzi Trading has employees who download music and movies using the business's assets, and that is referred to as ...

1.2.5 Candy Trading ensures equal pay for work of equal value. This is in line with... rights of employees in the workplace.

(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	Memorandum of Incorporation	A	the ability to think of original and innovative ideas.
1.3.2	Transformational leadership theory	B	disagreement between two or more parties in the workplace.
1.3.3	Diversity	C	a document inviting the public to buy securities/shares.
1.3.4	Creative thinking	D	may lead to conflict when leaders use different leadership styles.
1.3.5	Grievance	E	refers to the variety of people employed based on age/race/gender.
		F	aimed at finding a solution to a problem by choosing a best course of action
		G	suitable for a dynamic environment where change could be drastic.
		H	the document that sets out the rights, responsibilities and duties of shareholders and directors.
		I	no one should be excluded because of their gender/age.
		J	when an employee has a problem/complaint in the workplace.

(5x2) (10)

TOTAL SECTION A: [30]

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SECTION B

Answer ANY TWO questions from 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 List any FOUR examples of non-verbal presentation. (4)

2.2 Identify the principle of insurance applicable to Zicco Services in EACH of the statements below.

2.2.1 Zicco Services ensure that they supply true information when submitting a claim (2)

2.2.2 Zicco must prove that it will suffer financial loss if their property is destroyed. (2)

2.2.3 Zicco Traders will be placed in the same financial as before the occurrence of loss and damage. (2)

2.3 Elaborate on the meaning of the excess as an insurance concept. (6)

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

TOM AUDITORS (TA)

Tom Auditors offer auditing services to local and international companies. Former and current directors of TA are liable for the debts of the company. The directors are also aware of the impact of this form of ownership.

2.4.1 Identify the form of ownership that TM considered from the scenario above. (2)

2.4.2 Discuss the impact of the form of ownership identified in QUESTION 2.4.1. (6)

2.5 Outline differences between leadership and management. (4)

2.6 Describe *leaders and followers* as a leadership theory. (6)

2.7 Advise businesses on factors that must be considered when preparing for a presentation (6)

[40]

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QUESTION 3 BUSINESS ROLES

3.1 Name any FOUR components of Corporate Social Responsibility. (4)

3.2 Explain the benefits of creative thinking in the workplace. (6)

3.3 Discuss the following problem solving steps.

3.3.1 Identify the problem. (2)

3.3.2 Define the problem. (2)

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

PAUL HOME DESIGNERS (PHD)

Paul Home Designers sell furniture and other related products. PHD has applied one of the King Code principles by appointing internal and external auditors to audit their financial statements.

3.4.1 Identify the King's Code principle for good corporate governance that PHD has applied from the scenario above. (2)

3.4.2 Explain the differences between ethical behaviour and professional behaviour. (4)

3.5 Describe any TWO criteria of successful team performance. (6)

3.6 Discuss conflict resolution steps. (4)

3.7 Identify the type of human rights applicable to Smith and Partners in EACH statement below

3.7.1 The business has kept the confidential information on employees who have disclosed their HIV/Aids status/any chronic illness. (2)

3.7.2 The business does not force workers to do embarrassing or degrading work. (2)

3.8 Suggest ways in which businesses could deal with language as diversity issue in the workplace (6)

[40]

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QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Name any TWO examples of non- insurable risks (2)

4.2 Outline the advantages of state–owned company (6)

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

RAJKUMAR SPICY SHOP (RSS)

Reshma is a democratic leader at Rajkumar Spicy Shop. This leadership style can be used when cooperation is needed between a leader and a team, when employees are new/not fully trained, group members are skilled and eager to share their ideas.

4.3.1 Quote TWO situations in which democratic leadership style can be applied in the workplace (2)

4.3.2 Discuss the impact of the democratic leadership style on businesses (4)

4.4 Advise businesses on areas of improvement in the next presentation (6)

BUSINESS ROLES

4.5 List any TWO types of unprofessional business practices (2)

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

ADAM CATERERS (AC)

Adam Caterers ensures that employees are aware of their social rights in the workplace. Employees have access to healthcare, food, water and social security. Employees are free from forced labour and have access to education.

4.6.1 Name TWO social rights of employees from the scenario above. (2)

4.6.2 Discuss ways in which businesses could protect the environment and promote human health in the workplace (6)

4.7 Explain how businesses can apply Delphi technique as problem-solving technique. (6)

4.8 Advise businesses on ways in which professional, responsible, ethical and effective business practice should be conducted. (4)

[40]

TOTAL SECTION B [80]

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SECTION C

Answer ONE question in this section.

QUESTION 5: BUSINESS VENTURES (INVESTMENT SECURITIES AND FORMS OF OWNERSHIP)

Johannesburg Securities Exchange provides a controlled and regulated platform for the trading of shares. Investors must be well informed about different types of shares they can choose from. They must also know the impact of fixed deposits as a form of investment. Public companies are listed on the JSE, investors must be aware of how management and taxation criteria could contribute to its success and or failure.

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

- Outline the functions of the Johannesburg Securities Exchange.
- Explain FOUR types of shares.
- Discuss the impact of fixed deposits as a form of investment.
- Advise businesses on how the following criteria could contribute to the success and/or failure of a public company:
    - Management
    - Taxation

[40]

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

Businesses must align their activities with the purpose of corporate social responsibility. It is also important for businesses to understand the relationship that exist between social responsibility and triple bottom line. Social responsibility encourages businesses to address socio-economic issues such as HIV/Aids and unemployment. Businesses are advised to analyse the impact of corporate social responsibility in details.

Write an essay in which you include the following aspects:

- Outline the purpose of CSR.
- Explain the relationship between social responsibility and triple bottom line
- Discuss strategies to deal with the following socio-economic issues:
    - HIV/Aids
    - Unemployment
- Advise businesses on the impact of CSR. **[40]**

TOTAL SECTION C [40] 40
GRAND TOTAL 150

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