



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

BUSINESS STUDIES P2

NOVEMBER 2020

MARKS: 150

TIME: 2 hours

Business Studies P2



10722E

X10



This question paper consists of 10 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.

Note that **ONLY** the first **TWO** questions in **SECTION B** and the **FIRST** question 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	30
B: THREE direct/indirect-type questions CHOICE: Answer any TWO.	2	40	30
	3	40	30
	4	40	30
C: TWO essay-type questions CHOICE: Answer any ONE.	5	40	30
	6	40	30
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.



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 The directors of Bob Ltd issued ... shares to their shareholders as compensation for unpaid dividends.

- A founders
- B redeemable
- C ordinary
- D bonus

1.1.2 Emma's personal assets may be claimed as payment for the debts of her business. This is an example of ... liability.

- A public
- B unlimited
- C personal
- D limited

1.1.3 This aspect should be considered when designing a multimedia presentation:

- A Choose a dark background to increase visibility
- B Use a very small font to include detailed information on each slide
- C Ensure that a picture is included in each slide
- D Structure information in a logical sequence

1.1.4 Reporting unsafe working conditions to management is the responsibility of the ...

- A employee.
- B trade union.
- C production manager.
- D employer.

1.1.5 Johnny's Paint Warehouse applied the ... technique when they requested a panel of experts to complete a set of questionnaires to find solutions.

- A empty chair
- B force field analysis
- C Delphi
- D nominal group

(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.

public; non-insurable; corporate social investment;
leader; information; members; insurable;
corporate social responsibility; manager; privacy

- 1.2.1 SB Textiles is affected by changes in fashion. This is an example of ... risk.
- 1.2.2 Zulu Ltd can raise capital by issuing shares to the ...
- 1.2.3 Estelle is a good ... because she administers plans and enforces rules to reach set targets.
- 1.2.4 The internal policy of Kopano (Pty) Ltd includes stakeholders' interests and environmental issues as part of their ... programmes.
- 1.2.5 Corbett Manufacturers respect the employees' right to ... by keeping their personal information confidential. (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	Capital gain	A	requires businesses to focus on people, profit and the planet
1.3.2	Average clause	B	businesses employ people from previously disadvantaged communities only
1.3.3	Inclusivity	C	applicable when a property is insured for more than its market value
1.3.4	Decision-making	D	the return on an investment in fixed assets
1.3.5	Triple bottom line	E	a group of people generate alternative solutions and critically evaluate them
		F	the return on an investment in shares
		G	businesses employ people from different backgrounds, gender and age
		H	applicable when property is insured for less than its market value
		I	a manager considers all alternatives before choosing the best solution
		J	requires businesses to focus on processes, profit and the planet

(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 factors that should be considered when making an investment decision. (4)
- 2.2 Outline the factors that should be considered when preparing a presentation. (6)
- 2.3 Read the scenario below and answer the questions that follow.

TOMELO TRADERS (TT)

Tomelo Traders is well known for selling quality products. Tomelo, the owner, insured his business property against fire and theft. He disclosed all relevant information which may affect the extent of the risk, to the insurance company.

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

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

PRINCIPLES OF INSURANCE	MOTIVATIONS
1.	
2.	

- 2.3.2 Advise the management of TT on the advantages of insurance for businesses. (6)
- 2.4 Explain how *management* could contribute to the success and/or failure of a partnership. (4)



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

CONSULTING SERVICES (CS)

Ayanda, the owner of Consulting Services, invested R8 000 at Wonder Bank for three years. The bank offered her an interest rate of 10% per annum. The interest is calculated on the original amount plus interest.

2.5.1 Identify the type of interest on which Ayanda's investment will be calculated. Motivate your answer by quoting from the scenario above. (3)

2.5.2 Calculate the amount of interest that Ayanda will receive after three years using the type of interest identified in QUESTION 2.5.1. Show ALL workings. (5)

2.6 Evaluate the impact of government/RSA retail savings bonds as a form of investment. (6)
[40]

QUESTION 3: BUSINESS ROLES

3.1 Name any THREE stages of team development. (3)

3.2 Outline the roles of the health and safety representatives in protecting the workplace environment. (6)

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

MANDY TRADERS (MT)

Mandy Traders is located in an area where many people are struggling to find work due to a lack of skills. The majority are not able to satisfy their basic needs and therefore they receive food parcels from non-governmental organisations.

3.3.1 Identify TWO socio-economic issues that pose a challenge to MT. Motivate your answer by quoting from the scenario above.

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

SOCIO-ECONOMIC ISSUES	MOTIVATIONS
1.	
2.	

(6)

3.3.2 Explain how the management of MT could deal with HIV/Aids as a socio-economic issue. (4)

3.4 Discuss the causes of conflict in the workplace. (6)



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

SEBASTIAN AUDITORS (SA)

Sebastian Auditors employ workers from diverse backgrounds. A translator was appointed to ensure that all employees understand what is discussed during meetings.

3.5.1 Identify the diversity issue that SA has addressed. Motivate your answer by quoting from the scenario above. (3)

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

3.6 Analyse the impact of brainstorming as a problem-solving technique. (6)
[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

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

4.2 Outline the characteristics of a private company. (6)

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

SUPERIOR CONSTRUCTION (SC)

Superior Construction employs a large number of workers at their construction sites. SC contributes to the Unemployment Insurance Fund and the Compensation for Occupational Injuries and Diseases Fund. They also take out life insurance for key personnel.

4.3.1 Quote TWO types of compulsory insurance in the scenario above. (2)

4.3.2 Explain ONE type of compulsory insurance quoted in QUESTION 4.3.1. (4)

4.4 Advise presenters on how they could handle feedback in a non-aggressive and professional manner after a presentation. (6)

BUSINESS ROLES

- 4.5 Outline the correct procedure to deal with grievances in the workplace. (6)
- 4.6 Read the scenario below and answer the questions that follow.

MOHAMMED ADVERTISERS (MA)

Mohammed Advertisers struggled to design a new advertising campaign to attract more clients. MA decided to train their employees on how to use innovative techniques. The employees were also requested to put any new ideas in the suggestion box.

- 4.6.1 Quote TWO ways in which MA created an environment that promoted creative thinking in the scenario above. (2)
- 4.6.2 Explain the advantages of creative thinking in the workplace. (6)
- 4.7 Evaluate the impact of corporate social responsibility (CSR) on communities. (6)
- [40]**

TOTAL SECTION B: 80



SECTION C

Answer ANY ONE question in this section.

NOTE: Clearly indicate the QUESTION NUMBER of each question chosen. The answer to EACH 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 (MANAGEMENT AND LEADERSHIP)

Successful leaders know that a positive attitude enables them to achieve business goals. The situational leadership theory guides businesses on managing people. Some leaders believe in the effectiveness of the charismatic and transactional leadership styles, while others prefer the autocratic leadership style.

Write an essay on leadership in which you address the following aspects:

- Outline the role of personal attitude in successful leadership.
- Explain the situational leadership theory.
- Discuss the impact of the following leadership styles on businesses:
 - Charismatic
 - Transactional
- Suggest situations in which the autocratic leadership style could be applied in the workplace.

[40]

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

The King Code principles provide guidelines on the application of ethical and professional business practices. Businesses need to identify unprofessional behaviour that poses challenges in their operations and develop strategies to deal with them.

Write an essay on ethical and professional behaviour in which you address the following aspects:

- Outline the differences between *ethical* and *professional* behaviour.
- Explain how businesses could apply the King Code principles of *accountability* and *transparency* for good corporate governance.
- Describe how the following unprofessional business practices pose a challenge to businesses:
 - Abuse of work time
 - Unauthorised use of workplace funds and resources
- Recommend ways in which businesses could deal with EACH of the above unprofessional business practices.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150





