basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

NATIONAL SENIOR CERTIFICATE

GRADE 12

BSTD.2

BUSINESS STUDIES P2

NOVEMBER 2021

MARKS: 150

TIME: 2 hours

This question paper consists of 10 pages.

MORNING SESSION

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**	**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.

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 Greg is always willing to learn and grow in his career. This is an examp .

A entrepreneurial qualities
B personal attitude
C characteristics of leaders
D personal behaviour

1.1.2 Partners must draw up a written partnership agreement. This refers to as a criterion that contributes to the success of the business.

A capital
B management
C legislation
D division of profits

1.1.3 Bulelwa Enterprises invested R4 000 at 8% simple interest per as interest at the end of 18 months.

A R489
B R320
C R380
D R480

1.1.4 Marie Stores considered the advantages and disadvantages of each proposed solution. This problem-solving step

A defining the problem.
B evaluating alternative solutions.
C implementing the best solution.
D identifying alternative solutions.

1.1.5 Team dynamic theories enable businesses to allocate tasks according to

A team members' roles.
B similar personality traits.
C the nature of the problem.
D the team member's morale. (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.

excess; shares; brainstorming; grievance; HIV/Aids; debentures; unemployment; nominal group; premium; conflict

1.2.1 The insurer requested Sue Stores to first pay an amount of R3 000 payment when claiming for damages to their vehicle.

1.2.2 Teko Limited issued

1.2.3 The employees of GH Trading -solving technique when they shared ideas aloud on how to solve a business problem.

1.2.4 John, an unhappy employee, verbally reported a work-related issue to his supervisor.

1.2.5 as a socio-economic issue by offering bursaries to the community to improve the level of education.

(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 Leaders	A shareholders' personal assets may be seized to pay for the debts of the business
1.3.2 Hand-outs	B employees use business resources for personal gain
1.3.3 Limited liability	C communicate with employees through line functions
1.3.4 Abuse of work time	D remove potential dangers by providing personal protective clothing
1.3.5 Health and safety representatives	E electronic information that can be viewed on the screen during a presentation
	F communicate by means of interaction with employees
	G shareholders only lose capital invested to pay for the debts of the business
	H employees make personal calls during office hours
	I printed information provided to the audience at the end of a presentation
	J identify potential dangers in the workplace

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

2.2 Outline factors that should be considered by the presenter while presenting. (6)

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

REDDY LIMITED (RL)

Reddy Limited offers different types of preference shares to shareholders. Some shareholders bought shares that will not allow them to receive past dividends. Others chose shares that allowed them to share in the surplus profit of the business.

Identify TWO types of preference shares offered by RL. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.3.

TYPES OF PREFERENCE SHARES	MOTIVATIONS
1.	
2.	

(6)

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.

CARDIA COMMUNICATIONS (CC)

Samantha, the financial consultant at Cardia 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 Samantha 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 how the following criteria could contribute to the success and/or failure of a sole trader:

2.6.1 Taxation (4)

2.6.2 Division of profits (4)

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

QUESTION 3: BUSINESS ROLES

3.1 Name FIVE stages of team development. (5)

3.2 Outline any TWO causes of conflict in the workplace. (4)

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

MAZARS SHOE MANUFACTURER (MSM)

Mazars Shoe Manufacturer is well known for manufacturing high-quality products. The management of MSM decided to invest their surplus funds in the community, rural development and employees.

3.3.1 Name THREE corporate social investment (CSI) focus areas in the scenario above. (3)

3.3.2 Discuss the impact of corporate social investment (CSI) on MSM as a business. (6)

3.4 Explain the advantages of creative thinking in the workplace. (6)

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

MOUNTAIN TRADERS (MT)

Mountain Traders sell camping equipment at different outlets. The employees of MT are given the same opportunities regardless of race and gender. They allow open communication channels between management and employees.

Identify TWO human rights that are promoted by MT. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 3.5.

HUMAN RIGHTS	MOTIVATIONS
1.	
2.	

(6)

3.6 Discuss the advantages of force-field analysis in solving complex business problems. (4)

3.7 Recommend ways in which businesses could promote cultural rights in the workplace. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

4.1 Outline any THREE functions of the Johannesburg Securities Exchange (JSE). (6)

4.2 Identify the leadership theory applied by Lethabo to manage his employees in EACH statement below:

4.2.1 Lethabo 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 Explain the advantages of a state-owned company. (4)

4.4 Evaluate the impact of unit trusts as a form of investment. (6)

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4.5 Elaborate on the meaning of *corporate social responsibility (CSR)*. (4)

4.6 Distinguish between *problem-solving* and *decision-making.* (4)

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

> **ZULU INCORPORATED (ZI)**
>
> Zulu Incorporated has a workforce that consists of some difficult employees. The management of ZI have spoken to these employees privately in order not to distract other employees. They have also provided guidelines on how employees can improve their behaviour.

4.7.1 Quote TWO ways from the scenario above in which ZI deals with difficult employees. (2)

4.7.2 Explain other ways in which ZI can deal with difficult employees in the workplace. (4)

4.8 Advise businesses on the benefits of diversity in the workplace. (6)
[40]

TOTAL SECTION B: 80

SECTION C

Answer 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 (INSURANCE)

Some businesses are not well conversant with the differences between overinsurance and under-insurance. Others apply the principles of insurance when entering into an insurance contract. Many businesses regard the registration of employees with the Compensation Fund/COIDA, as an administrative burden.

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

- Outline the differences between *overinsurance* and *under-insurance*.
- Explain any THREE principles of insurance.
- Discuss the advantages of insurance for businesses.
- Advise businesses on the Compensation Fund in terms of the COIDA as a type of compulsory insurance. **[40]**

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Professional behaviour forms part of effective business practice that guides employees' conduct in the workplace. Many businesses agree that unethical business practices have a negative impact on their operations. Successful businesses develop strategies to deal with unethical business practices.

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

- Elaborate on the meaning of *professional behaviour*.
- Explain how the THREE types of unethical business practices pose challenges to businesses.
- Discuss ways in which businesses could deal with these types of unethical business practices 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