



**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**JUNE 2022**

**BUSINESS STUDIES P2**

**MARKS: 150**

**TIME: 2 hours**

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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.

- 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.

- Read the instructions for each question carefully and take particular 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.

- 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.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Use the table below as guide for mark and time allocation when answering each question.

SECTION	QUESTION	MARKS	TIME (minutes)
<b>A: Objective-type questions COMPULSORY</b>	1	30	20
<b>B: THREE direct/indirect-type questions CHOICE: (Answer any TWO.)</b>	2	40	70
	3	40	
	4	40	
<b>C: TWO essay-type questions CHOICE: (Answer any ONE.)</b>	5	40	30
	6	40	
<b>TOTAL</b>		<b>150</b>	<b>120</b>

- Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page, et cetera.
- You may use a non-programmable calculator.
- 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, for example 1.1.6 D.

1.1.1 The amount that the insured must pay when a claim is lodged:

- A Excess
- B Premium
- C Book value
- D Interest

1.1.2 This form of investment is managed by a fund manager who buys shares on the Johannesburg Security Exchange:

- A RSA Retail Savings Bonds
- B Shares
- C Unit trusts
- D Fixed deposits

1.1.3 Tau applied the ... leadership theory when he inspired and motivated his team to change their perceptions of their work.

- A leaders and followers
- B transactional
- C situational
- D transformational

1.1.4 This is ONE of the steps that businesses may consider when handling conflict in the workplace:

- A Implement disciplinary procedures
- B Provide recreational facilities
- C Select an appropriate solution
- D Provide fringe benefits

1.1.5 Creative thinking in the workplace means ... to solve business problems.

- A using old ways
- B generating innovative ideas
- C using routine thinking
- D allowing one employee

(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.

brainstorming; code of ethics; reinstatement; dividends; instruction; communication; manual; average; nominal group; interest
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- 1.2.1 A reward paid out to shareholders on the profits of the business is known as ...
- 1.2.2 The stipulation of ... is applicable when the insurer will replace lost or damaged property or goods.
- 1.2.3 The ... technique provides employees with time to think about the question in silence before responding.
- 1.2.4 Mzimasi, a team leader provides quality feedback to improve the morale of the team members. This is an example of ... as a criterion for successful team performance.
- 1.2.5 The ... is a written document stating the principles and values which the business upholds.

(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, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Road Accident Fund	A legal means to reduce the burden of tax
1.3.2 Capital gain	B depends on workers embracing change
1.3.3 Situational leadership	C alternative solutions are generated and critically evaluated
1.3.4 Tax evasion	D fund to compensate employees for injuries and diseases incurred at work
1.3.5 Decision-making	E selling an asset that has increased in value
	F depends on the particular circumstance that prevails
	G fund to compensate drivers of vehicles against claims by persons injured in vehicle accidents
	H selling an asset lower than its original price
	I alternatives are considered before choosing the best one
	J illegal means to avoid paying tax

(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, etc.

**QUESTION 2: BUSINESS VENTURES**

- 2.1 Give THREE examples of non-insurable risks. (3)
- 2.2 Outline the difference between *simple* and *compound interest*. (4)
- 2.3 Read the scenario below and answer the questions that follow.

Kevin inherited R50 000 from her late mother's estate and decided to invest the money in a fixed deposit at Cash Bank. The bank offered him an interest rate of 12% compounded annually over a period of three years.

- 2.3.1 Calculate the interest amount that Kevin will receive after THREE years. Show ALL calculations. (6)
- 2.3.2 Explain the advantages of investing in fixed deposits. (4)
- 2.4 Discuss the role of personal attitude in successful leadership. (6)
- 2.5 Read the scenario below and answer the questions that follow.

**SIZWE BRICKS MANUFACTURING (SBM)**

SBM specialises in manufacturing face bricks for an industrial development in Coega. Ben, the production manager, applies direct supervision and strict control to ensure high quality products and service.

- 2.5.1 Identify the leadership style used by Ben. Motivate your answer by quoting from the scenario above. (3)
- 2.5.2 Suggest TWO situations in which the leadership style identified in QUESTION 2.5.1 can be applied in the workplace. (4)
- 2.6 Discuss any TWO principles of insurance. (6)
- 2.7 Advise businesses on the advantages of insurance for businesses. (4)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 State THREE types of unethical business practices. (3)
- 3.2 Outline the differences between ethical and professional behaviour. (4)
- 3.3 Read the scenario below and answer the questions that follow.

**AMANDA KITCHEN (AK)**

Amanda Kitchen has been experiencing a decline in sales due to Covid-19 lockdown. AK requested experts to suggest ways on how to solve her business problem.

- 3.3.1 Identify the problem-solving technique used by AK. Motivate your answer by quoting from the scenario above. (3)
- 3.3.2 Describe the advantages of the problem-solving technique identified in QUESTION 3.3.1. (4)
- 3.4 Discuss ways businesses can create an environment that promotes creative thinking in the workplace. (4)
- 3.5 Explain the importance of team dynamic theories in improving team performance. (6)
- 3.6 Read the scenario below and answer the questions that follow.

**JON-JON MOTORS (JJM)**

Joseph the manager of JJM, promises Jane a cashier, a promotional post if she agrees to have a relationship with him. He sends personal e-mails and messages using the business internet during his lunch break.

- 3.6.1 Identify TWO types of unprofessional business practices displayed by Joseph. Motivate your answer by quoting from the scenario above.

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

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

- 3.6.2 Suggest ways in which JJM could deal with ONE of the types of unprofessional business practices identified in QUESTION 3.6.1. (4)
- 3.7 Explain how businesses could apply the force-field analysis to solve business problems. (6)

**[40]**

**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

- 4.1 State any FOUR types of benefits paid out by the Unemployment Insurance Fund (UIF). (4)
- 4.2 Elaborate on the meaning of *leadership*. (4)
- 4.3 Read the scenario below and answer the questions that follow.

**PATRICK PLUMBERS (PP)**

Patrick Plumbers insured their business property for R400 000 while the actual value is R500 000. A fire at the property resulted in damage to the amount of R40 000.

- 4.3.1 Name the insurance clause that is applicable to PP in the scenario above. (2)
- 4.3.2 Calculate the amount that Patrick Plumbers should receive as compensation from the insurer. Show ALL workings. (4)
- 4.4 Evaluate the impact of the democratic leadership style on businesses. (6)

**BUSINESS ROLES**

- 4.5 State any FOUR steps in problem-solving. (4)
- 4.6 Read the scenario below and answer the questions that follow.

**MENZI FASHION DESIGNERS (MFS)**

Menzi Fashion Designers wanted to change the design of some of their clothing. Employees at MFS are subjected to heavy workloads that lead to stress. Lack of employee development increases frustration levels as workers may repeat errors due to a lack of skills.

- 4.6.1 Quote TWO causes of conflict at MFS. (2)
- 4.6.2 Outline other causes of conflict in the workplace. (4)
- 4.7 Explain how businesses can apply the King Code principles of *transparency* for good corporate governance to improve ethical business conduct. (4)
- 4.8 Recommend ways in which professional, responsible, ethical and effective business practices should be conducted. (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 the question must start on a NEW page, e.g.  
QUESTION 5 on a NEW page or QUESTION 6 on a NEW page, etc.

**QUESTION 5: BUSINESS VENTURES (INVESTMENT: SECURITIES)**

Businesses offer different kinds of shares and the rights applicable to each type of share differs. Investors must have a sound knowledge of factors to be considered before making an informed investment decision. Investment in shares listed on the Johannesburg Securities Exchange comes with responsibilities as much as it has rewards.

Keeping the above statement in mind, write an essay on the following aspects:

- Outline the rights of preference shareholders.
- Explain the following factors that should be considered when making investment decisions:
  - Taxation
  - Risk
  - Liquidity
- Discuss the impact of shares as a form of investment.
- Advise businesses on the functions of the Johannesburg Securities Exchange (JSE).

[40]

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

Teamwork plays an important role in achieving business goals and objectives. Businesses must educate employees on the characteristics of team performance and on the different stages of team development. The management and employees must be well conversant in the correct procedure to deal with grievances in the workplace. Businesses should find ways to deal with difficult employees in the workplace.

Write an essay on team performance and conflict management in which you include the following aspects:

- Outline characteristics of successful team performance.
- Explain FOUR stages of team development.
- Discuss the correct procedure to deal with grievances in the workplace.
- Suggest ways in which businesses can deal with difficult employees in the workplace.

[40]

**TOTAL SECTION C: 40**  
**GRAND TOTAL: 150**