



NATIONAL SENIOR CERTIFICATE

GRADE 12

JUNE 2024

**BUSINESS STUDIES P2
(DEAF)**

MARKS: 150

TIME: 2 hours

This question paper consists of 9 pages.

INSTRUCTIONS AND INFORMATION

Read the instructions. Answer the questions.

1. This question paper has **THREE sections** and **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 instructions. Do what is asked.

We ONLY mark the **first TWO questions** you answered in SECTION B.

We ONLY mark the **FIRST question** you answered in SECTION C.

3. Give the **answers** the **same numbers** as the **questions**.

You get **NO marks** for **answers** that are **numbered incorrectly**.

4. Answer in **full sentences**. We will **tell you** if it is **different**.

5. The **mark allocation** at each **question** will tell you **how much** and **what** you must **write**.

6. The **table** shows the **marks** and **time** for **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. Answer **EACH question** on a **NEW page**, e.g. QUESTION 1 – new page, QUESTION 2 – new page.

8. Use a **non-programmable calculator**.

9. **Write neatly**.

Your **work** must be **easy to read**.

SECTION A (COMPULSORY)**QUESTION 1****1.1 Choose the answer.**

Write the **letter (A–D)** next to the **question numbers (1.1.1 to 1.1.5)** in the **ANSWER BOOK**.

Example: 1.1.6 D.

1.1.1 Clayton **applied** the ... **leadership theory** when he **led** by **example** and **rewarded positive behaviour**.

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

1.1.2 The **principal amount grows** with the **addition** of **interest** to it:

- A Compound interest
- B Capital gain
- C Simple interest
- D Dividends

1.1.3 Frank Enterprises **invested R4 000** at **8% simple interest per year**. They **will receive** an amount of ... **interest** at the **end of 18 months**.

- A R489
- B R320
- C R380
- D R480

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

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

1.1.5 Thando Traders did **not declare** all their **income** to **SARS**. This is **known** as ..., a **type** of **unethical business practice**.

- A unauthorised use of funds
- B tax evasion
- C tax avoidance
- D unfair advertising

(5 x 2) (10)

- 1.2 **Complete** the statements.
Use the **word(s)** in the **list**.
Write the **word(s) next** to the **question numbers** (1.2.1 to 1.2.5) in the ANSWER BOOK.

transparency; RSA Retail Savings Bonds; non-compulsory insurance; decision-making; unit trust; complainer; accountability; creative thinking; expert; compulsory insurance
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- 1.2.1 **Risks** that are **regulated** by the **government** and do **not require**_(need) **insurance contracts form part** of ...
- 1.2.2 Sophie **invested** in ... which is **managed** by a **fund manager** and she **can withdraw** her **money without penalties**.
- 1.2.3 The **ability** to think of **original** and **innovative**_(advanced) **ideas** is **known** as ...
- 1.2.4 Suma Trading **applied** ... as a **King Code principle** when **employees** were **made aware** of the **employment policies** of the **business**.
- 1.2.5 Beige Industries **dealt** with a/an ... as a **type of difficult personality** when **they listened** to Duma's **criticism without acknowledging him**.

(5 x 2) (10)

- 1.3 Choose a **description** from COLUMN B that **matches a term** in COLUMN A.
Write 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	Excess	A	team members have a positive attitude of support towards other members
1.3.2	Dividends	B	applying the code of conduct of a profession
1.3.3	Force-field analysis	C	team members respect the skills of other members
1.3.4	Ethical behaviour	D	return on an investment in shares
1.3.5	Shared values	E	paid by the insured when signing the insurance contract
		F	a group of experts solve business problems without bringing them together
		G	return on an investment in fixed assets
		H	paid by the insured when a claim is lodged _(made)
		I	a group of employees list , driving and restraining forces that will support or resist change
		J	forms part of a code of conduct to guide employees

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer **ANY TWO** questions.

NOTE: Write the **QUESTION NUMBER** of each question you choose.

Write the answer to **EACH question** 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 **FOUR** types of benefits paid out by Unemployment Insurance Fund (UIF). (4)
- 2.2 Explain the functions of the Johannesburg Securities Exchange (JSE). (6)
- 2.3 Identify the type of preference share represented by EACH of the statements below:
- 2.3.1 Shareholders are entitled_(allowed) to share in any surplus company profits
- 2.3.2 Shareholders are compensated_(paid) for past dividends that were not paid out when profits were too low to declare dividends (4)
- 2.4 Explain any **TWO** principles of insurance. (6)
- 2.5 Read the text. Answer the questions.

BOY TRADERS (BT)

Boy Traders insured their business vehicle for R300 000 while the actual value is R400 000.

The vehicle was involved in an accident resulting in damages to the amount of R130 000.

- 2.5.1 Give the insurance clause that is applicable_(relevant) to BT in the text. (2)
- 2.5.2 Calculate the amount that BT must receive as compensation_(reward) from the insurer. Show ALL workings. (4)
- 2.6 Discuss the impact of Government/RSA Retail savings bonds as a form of investment. (6)
- 2.7 Advise investors on how the following factors should be considered when making investment decisions:
- 2.7.1 Return on investment (4)
- 2.7.2 Investment term (4)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Name FOUR problem-solving steps. (4)
- 3.2 Outline the causes of conflict in the workplace. (6)
- 3.3 **Read** the text. **Answer** the questions.

EDEN PRINTERS (EP)

Eden Printers is well known for printing quality learning and business materials.

Some of EP employees download movies using the business's internet, while others take extended lunch breaks.

- 3.3.1 Identify TWO types of unprofessional business practices that are applicable to the scenario above. Motivate your answer by quoting from the scenario.

Draw the **table** in your ANSWER BOOK. **Answer** QUESTION 3.3.1 in the **table**.

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

(6)

- 3.4 Explain how *unfair advertising* as a type of unethical business practice poses challenges to businesses. (4)
- 3.5 **Read** the text. **Answer** the questions.

SHORELINE HOTEL (SH)

Sive, the owner of Shoreline Hotel, often has to deal with difficult employees. He starts by meeting privately with the difficult employees to avoid distractions.

Sive remains calm and in control of the situation to get the difficult employees to collaborate.

He also guides them through alternatives.

- 3.5.1 Quote TWO ways in which SH deals with difficult employees in the workplace. (2)
- 3.5.2 Explain other ways in which businesses can deal with difficult employees in the workplace. (6)
- 3.6 Discuss the correct procedure to deal with grievances in the workplace. (6)
- 3.7 Recommend ways in which professional, responsible, ethical and effective business practices should be conducted. (6)

[40]

QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

- 4.1 Name any FOUR examples of long-term insurance. (4)
- 4.2 Outline the advantages of insurance for businesses. (4)
- 4.3 Read the scenario below and answer the questions that follow.

RONALD LOGISTICS (RL)

Ronald Logistics is in the process of investing their surplus funds. They invested in the form of investment where the principal amount plus interest will be paid out on the maturity date.

- 4.3.1 Identify the form of investment that is applicable to the scenario above. (2)
- 4.3.2 Discuss the impact of the form of investment identified in QUESTION 4.3.1. (6)
- 4.4 Suggest situations in which the charismatic leadership style can be applied in the workplace. (4)

BUSINESS ROLES

- 4.5 Outline the difference between *grievance* and *conflict* in the workplace. (4)
- 4.6 **Read the text. Answer the questions.**

DERRY ENTERPRISE (DE)

Kenneth, the team leader at Derry Enterprise, wants to resolve the conflict in his sales team. Team members constantly confront each other's ideas, which delays their progress.

- 4.6.1 Identify the stage of team development displayed by DE in the scenario above. (2)
- 4.6.2 Explain the stage of team development identified in QUESTION 4.6.1. (4)
- 4.7 Discuss the importance of team dynamic theories in improving team performance. (6)
- 4.8 Recommend ways in which businesses could deal with sexual harassment as a type of unprofessional business practice. (4)

[40]**TOTAL SECTION B: 80**

SECTION C

Answer **ANY ONE** question.

NOTE: Write the **QUESTION NUMBER** of the chosen question.
The answer must **start** on a **NEW page**.

QUESTION 5: BUSINESS VENTURES (MANAGEMENT AND LEADERSHIP)

The democratic leadership style is often used by businesses, while the autocratic leadership style may sometimes be required.
The situational leadership theory guides businesses in managing employees.
Some leaders believe in the effectiveness of the laissez-faire and transactional leadership styles.
The personal attitude of the leader plays a critical role in successful leadership.

Write an essay.

Write about **management** and **leadership**.

Include:

- Outline differences between the *democratic* and *autocratic* leadership styles.
- Explain the *situational leadership theory*.
- Discuss the impact of the following leadership styles on businesses:
 - Laissez-faire
 - Transactional
- Advise businesses on the role of personal attitude in successful leadership.

[40]

QUESTION 6: BUSINESS ROLES (CREATIVE THINKING AND PROBLEM-SOLVING)

Businesses face many challenges daily that requires problem-solving and decision-making.
Being creative is a great benefit and can be applied by solving problems through brainstorming and nominal group technique.
Therefore, it is important for businesses to allow for a creative working environment.

Write an essay.

Write about **creative thinking** and **problem-solving**.

Include:

- Outline the differences between *problem-solving* and *decision-making*.
- Explain the benefits of creative thinking in the workplace.
- Discuss the impact of the following problem-solving techniques:
 - Brainstorming
 - Nominal group techniques
- Recommend ways in which businesses can create an environment that promotes creative thinking in the workplace.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

