



# education

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Department:  
Education  
North West Provincial Government  
**REPUBLIC OF SOUTH AFRICA**

**NATIONAL SENIOR CERTIFICATE**

**GRADE 12**

**BUSINESS STUDIES P2**  
**SEPTEMBER 2024**

**MARKS: 150**

**TIME: 2 hours**

**This question paper consists of 9 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 answer to the first **TWO** questions selected in **SECTION B** and the answers to the **FIRST** question selected 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.

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

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 B (COMPULSORY)**

**QUESTION 1** 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. 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. **QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.**

**QUESTION 2: BUSINESS VENTURES**

- 1.1.1 A minimum of R500 must be invested in this form of investment:
- 2.1 List any TWO examples of non-insurable risks. (2)
- 2.2 Outline the importance of insurance for businesses. (4)
- 2.3 Identify the insurance principle applicable in EACH of the statements below.
  - 2.3.1 DNG Insurers compensated Tisos Enterprises for losses incurred due to a burglary. (2)
  - 1.1.2 Unlimited liability means ...
  - 2.3.2 Tisos Enterprise supplied accurate and truthful details when a claim was lodged. (2)
- 2.4 Explain the characteristics of a partnership as a form of ownership. (6)
- 2.5 Discuss the impact of charismatic leadership style. (4)
- 2.6 Read the scenario below and answer the questions that follow.

1.1.3 ... have authority because of their position in the company.

Tinana, the financial consultant at Credo Studio, presented the financial report to the shareholders of the business. She projected her presentation on a touch screen, but while still showing the images there was loss of signal. Hard copies of her plans were distributed for reference on the missed parts of the presentation. The visual aids supported her presentation and the audience were happy.

- 1.1.4 Businesses apply the ... when they list all driving and restraining forces that will support and resist change.
- 2.6.1 Identify TWO visual aids that Tinana used in her presentation. Motivate your answer by quoting from the scenario above.
  - A nominal group technique
  - B decision making
  - C force-field analysis
  - D Delphi technique

	VISUAL AIDS		MOTIVATIONS
1.1.5	1. Nido Traders insured their business vehicle for R200 000 while the actual value is R300 000. The vehicle was involved in an accident, resulting in damage to the amount of R30 000. Nido Traders will receive ... as compensation.		

- 2.6.2 Explain the advantages of *flip-charts* as another example of visual aids. (6)
- 2.7 Advise business on how the following criteria could contribute to the success or failure of a private company:
  - 2.7.1 Legislated (4)
  - 2.7.2 Management (4)

**[40]**

**QUESTION 3: BUSINESS ROLES** 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)

- 3.1 Name the TWO principles of the King Code. (2)
- 3.2 Outline the steps in handling conflict in the workplace. (6)
- 3.3 Read the scenario below and answer the questions that follow.  
 rural development; laissez-faire; unfair advertising; assurance; problem-solving; fair advertising; insurance
- Laurella & Leasing Inc.(LL)**
- 1.2.1 ... requires creative thinking skills to generate and evaluate alternatives. Laurella, the general manager of LL wishes to extensively grow in the property industry. She gives her employees the opportunity to suggest ideas randomly which are the components of Corporate Social Responsibility (CSR).
- 3.3.1 Name the problem-solving technique applied in the scenario above. (2)
- 1.2.3 An example of ... is demonstrated when people with disabilities are employed.
- 3.3.2 Explain how the business can apply the problem-solving technique identified in QUESTION 3.3.1 to solve complex business problems. (4)
- 1.2.4 In ... leadership style employees choose their own work methods and ways in which businesses can create an environment that stimulates creative-thinking.
- 3.4 Discuss ways in which businesses can create an environment that stimulates creative-thinking. (6)
- 1.2.5 Specified event is certain, but the time of the event is uncertain in ...
- 3.5 Read the scenario below and answer the questions that follow. (5 x 2) (10)

**Sim Zizi Maintance Ltd (SZM Ltd)**

Sim Zizi Maintance Ltd specialises in high volume factory maintenance and has recently attracted high media attention due to its staff not behaving as expected. The director of SZM Ltd uses the business credit card to pay for personal expenses. Complaints are reported that the company charges more for the same goods in villages than cities. Employees also spend more time on social networks during office hours than on their duties.

Identify the TWO types of unprofessional business practices applicable to SZM Ltd. Motivate your answer by quoting from the scenario above.

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

TYPES OF UNPROFESSIONAL BUSINESS PRACTICES	MOTIVATIONS
1.	
2.	

- 3.6 Describe the importance of team dynamic theories in improving team performance. (4)
- 3.7 Explain ways in which businesses can deal with *indecisiveness* as a type of difficult personality. (4)
- 3.8 Suggest ways in which professional, responsible, ethical and effective business practices should be conducted. (6)

**[40]**

**QUESTION 4 MISCELLANEOUS TOPICS** 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  
**BUSINESS NEWS** BOOK, e.g. 1.3.6 K.

4.1	State any TWO benefits of benefits paid on employment Insurance Fund (UIF).	A employees may have access to health care in the workplace	(2)
4.2	Identify the type of compulsory insurance applicable to Silver & Gold Traders in EACH statement below.	B members have a positive attitude of support and motivation towards each other	
1.3.2	Written reports	C provides protective clothing to employees	(2)
4.2.1	The management of Silver & Gold Traders ensure that both the business and the employees contribute 1% of their wages to SARS on a monthly basis.	D example of non-verbal presentation	(2)
1.3.3	Cooperatives	E formed by promoters to provide products and services at a profit	(2)
4.2.2	Silver and Gold Traders takes full responsibility for all contributions towards the fund.	F identifies potential dangers in the workplace	(4)
1.3.4	Social rights	G formed by members sharing resources, cultural rights costs to the benefit of all	(4)
4.3	Explain the role of personal attitude in successful leadership.	H are example of a multi-media presentation	(6)
4.4	Discuss any ONE type of leadership theories.		(4)
1.3.5	Interpersonal relationship		(4)
4.5	Advise businesses on factors which must be considered by the presenter while preparing for a presentation.		(4)
<b>BUSINESS ROLES</b>			
4.6	Outline the causes of conflict in the workplace.		(4)
4.7	Explain the ways in which businesses can promote cultural rights in the workplace.		(4)
4.8	Read the scenario below and answer the questions that follow.		
<b>FOUNTAIN TOURS (FT)</b>			
Fountain Tours sells biking and cycling equipment at different branches. The employees of FT demonstrate greater loyalty to the business because they feel accepted. The management is very respectful of differences of their employees. This has gained their business a good public image and attracts more customers.			
4.8.1	Quote TWO benefits of diversity from the scenario above.		(5 x 2) (10)
4.8.2	Explain other benefits of diversity in the workplace.		(6)
<b>TOTAL SECTION A:</b>			<b>30</b>
4.9	Recommend strategies that businesses may use to protect the environment and human health.		(4)

**TOTAL SECTION B: 80**

**SECTION C**

Answer ANY ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of the chosen question. 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 (INVESTMENT SECURITIES)**

Investment options provide investors the opportunity to decide whether they want to receive simple interest or compound interest. Investors must also consider various factors before making investment decisions. Some invest in companies that are listed on the Johannesburg Securities Exchange (JSE). Shares can be a good choice as they have positive impacts which may benefit investors if the economy is performing well.

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

- Outline the differences between *simple and compound interest*.
- Explain the functions of the Johannesburg Securities Exchange (JSE).
- Discuss the following investment factors which should be considered when making investment decisions:
  - Liquidity
  - Taxation
- Advise businesses on the positive impact of *shares* as a form of investment. **[40]**

**QUESTION 6: BUSINESS ROLES (SOCIAL RESPONSIBILITY, CORPORATE SOCIAL RESPONSIBILITY & CORPORATE SOCIAL INVESTMENT)**

Businesses are compelled to initiate corporate social responsibility (CSR) programmes that are aimed at enhancing the quality of life of communities. Some businesses believe that they should not be expected to invest in corporate social investment (CSI) projects as these are not the primary objectives of their business. Those who understand the impact of CSI take a lot of initiatives to ensure they do not just focus on making money for their business. They also put efforts in improving the lives of communities in which they operate..

Write an essay on Social Responsibility, Corporate Social Responsibility & Corporate Social Investment in which you include the following aspects:

- Outline the differences between *Corporate Social Responsibility (CSR) and Corporate Social Investment (CSI)*.
- Explain the link between social responsibility and triple bottom line.
- Discuss the impact of Corporate Social Investment (CSI) on businesses.
- Suggest ways in which businesses can contribute time and effort in improving the well-being of communities. **[40]**

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