

EXAMINATION	NATIONAL SENIOR CERTIFICATE
GRADE	12
DATE	NOVEMBER 2024
SUBJECT	BUSINESS STUDIES
PAPER	2
MARK TOTAL	150
DURATION (HOURS)	2
NUMBER OF PAGES	10



SOUTH AFRICAN COMPREHENSIVE ASSESSMENT INSTITUTE
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INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions:

1. This question paper consists of **THREE** sections and covers the following **TWO** topics: **BUSINESS VENTURES** and **BUSINESS ROLES**.

SECTION A: ALL the questions in this section is **COMPULSORY**.

SECTION B: Consists of **THREE** questions. One question per topic and a combination question covering both topics.

Answer any TWO questions.

SECTION C: Consists of **TWO** questions, one from each topic.

Answer only ONE question.

2. Read the instructions for each question carefully and take note of the requirements.
3. Number the answers correctly according to the numbering system used in this question paper.
4. All answers must be in full sentences except where other instructions are given.
5. Use the mark allocation and nature of the 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	Multiple choice, complete the statement and matching questions. COMPULSORY	1	30	30
B	Three direct/indirect questions CHOICE: Answer any TWO	2–4	2 x 40 (80)	2 x 30 (60)
C	Two essay type questions CHOICE: Answer any ONE	5–6	40	30
TOTAL			150	120

7. Non-programmable calculators may be used.
8. Write neatly and legibly using only **BLUE** ink.



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 number of the question (1.1.1 to 1.1.10) in the ANSWER BOOK, e.g., 1.1.11 B.

1.1.1 An example of the ... leadership style is when an employer gives instructions to his/her employees without first consulting them for inputs.

- A participating
- B autocratic
- C charismatic
- D transforming

1.1.2 The fixed amount that the insured must pay when submitting a claim for damages is known as the ...

- A premium.
- B excess.
- C book value.
- D clause.

1.1.3 John applies ... thinking to generate fresh and innovative ideas on digital marketing.

- A creative
- B critical
- C inductive
- D routine

1.1.4 Which one of the following can be regarded as an ethical business practice?

- A The price war between various cell phone service providers
- B Commercial banks that fix bank costs
- C Treating all employees equally in the workplace
- D Competitors working together to influence government tenders



- 1.1.5 When a business accepts liability for the debt of another business, this is known as ...
- A mitigation.
 - B exclusion.
 - C surety.
 - D continuity.
- 1.1.6 The holders of ... preference shares receive regular fixed dividends and share in any surplus profit.
- A cumulative
 - B participating
 - C redeemable
 - D non-cumulative
- 1.1.7 An example of a non-insurable risk is ...
- A a vehicle accident.
 - B storms.
 - C improvements in technology.
 - D fire.
- 1.1.8 The system that shows the behaviour and performance of team members working together.
- A Team dynamics
 - B Shared values
 - C Teamwork
 - D Communication
- 1.1.9 A visual aid that can be controlled by the touch of a finger, thereby allowing the presenter to move away from the computer during the presentation.
- A Interactive whiteboard
 - B Flipchart
 - C PowerPoint
 - D Overhead projector

1.1.10 This form of ownership requires three or more directors with one or more shareholders.

- A Partnerships
- B State-owned companies
- C Close corporations
- D Private companies

(10x2)(20)

1.2 Complete the following statements by using the word(s) listed below. Write only the word(s) next to the question number (1.2.1–1.2.5) in the ANSWER BOOK.

Delphi-technique, debenture holders, diversity, repo rate, insurance,
Force-field analysis technique, assurance, prime rate, human rights, shareholders

1.2.1 Retirement annuities is an example of ...

1.2.2 Afro Wholesalers encourages ... in the workplace by employing people from different cultural backgrounds.

1.2.3 The ... makes use of questionnaires from experts to solve complex business problems.

1.2.4 Tswelopele Ltd pays interest to its ... regardless of whether it has made enough profit or not.

1.2.5 The interest rate at which the South African Reserve Bank (SARB) lends money to commercial banks, is known as the ...

(5x1)(5)



- 1.3 Choose the description from Column B that matches the term in Column A. Write only the letter (A–J) next to the number of the question (1.3.1 to 1.3.5), in the ANSWER BOOK, e.g., 1.3.6 K.

COLUMN A		COLUMN B	
1.3.1	Dividends	A	A process in which an independent person resolves a dispute
1.3.2	Conflict	B	Returns earned on a deposit at a financial institution
1.3.3	Stokvel	C	Set of standards and behaviour for a specific group of people
1.3.4	Indigenous knowledge	D	A clash of opinions amongst employees in the workplace
1.3.5	Arbitration	E	Returns earned on share investments
		F	An informal saving scheme based on members' trust
		G	A formal complaint laid by employees in the workplace
		H	Information, facts and skills developed over generations by a specific group of people
		I	A process in which two people reconcile
		J	An investment fund where units are bought in a share portfolio

(5x1)(5)

TOTAL SECTION A: [30]

SECTION B

Answer any **TWO** questions in this section.

QUESTION 2: BUSINESS VENTURES

- 2.1 Give FOUR examples of insurable risks. (4)
- 2.2 Elaborate on the meaning of over-insurance. (4)
- 2.3 Read the scenario below and answer the questions that follow.

SMARTWATCH SELLERS (SWS)

Smartwatch Sellers is situated in Pretoria and specialises in the selling of smartwatches. The management of SWS uses rewards and punishments to motivate and direct employees towards meeting set targets for sales.

- 2.3.1 Identify the type of leadership style applied by the management of SWS in the scenario above. Motivate your answer by quoting from the scenario. (3)
- 2.3.2 Explain the positive impact of the leadership style identified in QUESTION 2.3.1 on businesses. (6)
- 2.4 Read the scenario below and answer the questions that follow.

WEDDING CONFERENCE CENTRE (WCC)

Jane and James are bridal consultants and recently opened the Wedding Conference Centre. They intend sharing the profits equally and will also be jointly and severally liable for the debts of WCC.

- 2.4.1 Identify the form of ownership applicable to WCC in the scenario above. Motivate your answer by quoting from the scenario. (3)
- 2.4.2 Discuss the disadvantages of the form of ownership identified in QUESTION 2.4.1. (6)
- 2.5 Explain how the following factors could contribute to the success and/or failure of a public company. (8)
- a) Management
 - b) Taxation
- 2.6 Recommend factors that must be considered when preparing for a presentation. (6)

[40]

QUESTION 3: BUSINESS ROLES

- 3.1 Give FOUR examples of corporate social investment projects. (4)
- 3.2 Identify the problem-solving technique in EACH of the following statements.
- 3.2.1 An opportunity where employees randomly and spontaneously give ideas, which are then written on a flip chart.
- 3.2.2 Employees are divided into smaller groups; each employee will have opportunity in the small group to share his/her idea. (4)
- 3.3 Differentiate between *ethical behaviour* and *professional behaviour*. (8)
- 3.4 Read the scenario below and answer the questions that follow.

INTERNAL AUDITORS INC. (IA)

Emily is a trustworthy and experienced employee of Internal Auditors Inc. The business advertised a promotion position. Joshua, the human resource manager, promised to appoint Emily in exchange for a sexual favour. He also often uses the business's fuel card for his private vehicle.

- 3.4.1 Quote TWO unethical business practices applicable to IA from the scenario above. (2)
- 3.4.2 Suggest ways in which IA can deal with ONE of the unethical business practices identified in QUESTION 3.4.1. (6)
- 3.5 Explain the advantages of diversity in the workplace. (6)
- 3.6 Discuss the impact of corporate social investment (CSI) on communities. (6)
- 3.7 Suggest ways in which businesses can deal with unemployment in communities. (4)

[40]

QUESTION 4: MISCELLANEOUS TOPICS

BUSINESS VENTURES

- 4.1 Name FOUR types of shares. (4)
- 4.2 Identify the type of investment opportunity in EACH of the following statements.
- 4.2.1 James bought buildings and machinery for the business that he wants to open.
- 4.2.2 Lethabo invested her money at Change Bank and can only withdraw it after the maturity date. (4)
- 4.3 Discuss the situational leadership theory. (6)
- 4.4 Advise businesses on the role of personal attitude in successful leadership. (6)

BUSINESS ROLES

- 4.5 List FOUR diversity issues. (4)
- 4.6 Discuss how businesses can deal with privacy as a human right in the workplace. (4)
- 4.7 Read the scenario below and answer the questions that follow.

GREENLINE PLUMBING (GP)

The senior management of Greenline Plumbing strives towards ethical leadership when conducting their daily business. GP provide accurate and complete information about their dealings and governance to all their stakeholders.

- 4.7.1 Identify the King Code principle applied by GP in the scenario above. (2)
- 4.7.2 Explain how businesses can apply ONE other King Code principle for good corporate governance. (4)
- 4.8 Advise businesses on the advantages of creative thinking in the workplace. (6)

[40]

TOTAL SECTION B: [80]

SECTION C

Answer only **ONE** question in this section.

QUESTION 5: BUSINESS VENTURES (INVESTMENT: SECURITIES)

The aim of an investment is to receive a return or to allow the original capital amount that was invested, to grow. The Johannesburg Securities Exchange (JSE) is a formal market where all shares/units can be traded daily. Investments in various public companies and in different amounts can be approached and traded at this market.

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

- Outline the functions of the Johannesburg Stock Exchange.
- Differentiate between *ordinary shares* and *preference shares*.
- Explain any FOUR factors that must be considered when making an investment decision.
- Evaluate the impact of the RSA Retail Savings Bonds as a form of investment. (40)

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

Effective teamwork processes are necessary for business success. It is not the success of a single person that builds a business but a team's success. That is why it is important that people in the workplace work together to contribute towards achieving the business's goals.

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

- Outline the causes of conflict in the workplace.
- Explain any FOUR stages of team development.
- Discuss the characteristics of successful team performance.
- Advise businesses on the correct procedure to deal with grievances in the workplace. (40)

TOTAL SECTION C: [40]

GRAND TOTAL: [150]