



**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

SEPTEMBER 2022

**BUSINESS STUDIES P2
(DEAF)**

MARKS: 150

TIME: 2 hours

This question paper has 9 pages.

INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

1. This question paper has **THREE** sections and covers **TWO** main topics.

SECTION A: **COMPULSORY**

SECTION B: Has **THREE** questions.

Answer any **TWO** of the three questions in this section.

SECTION C: Has **TWO** questions.

Answer any **ONE** of the two questions in this section.

2. Read the instructions for each question carefully.

ONLY the first **TWO** questions in **SECTION B** and the **FIRST** question in **SECTION C** will be marked.

3. Number the answers correctly. No marks will be awarded_(given) 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_(find out) the length and depth of an answer.
6. Use the table below as 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, for example **QUESTION 1** – new page, **QUESTION 2** – new page.
8. You may **use** a **non-programmable calculator**.
9. Write **neatly**.

SECTION A (COMPULSORY)**QUESTION 1**

1.1 **Various**_(different) **options**_(choices) are provided_(given) as **possible**_(correct) 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 E.

1.1.1 **Shares** are **issued**_(given out) to **existing shareholders** as **compensation**_(payment) for a loss of dividends:

- A Ordinary
- B Bonus
- C Preference
- D Founders'

1.1.2 Menzi displayed_(showed) a set of facts systematically in columns during his presentation. This is **known as** a ...

- A line graph.
- B diagram.
- C table.
- D bar graph.

1.1.3 Mango Insurers instructed_(told) Keith to pay his ... when he registered a claim to repair his damaged_(broken) phone.

- A excess
- B subrogation
- C premium
- D rent

1.1.4 The management of Stofile Enterprise applied the ... when they listed all driving and restraining forces that will support and resist change.

- A Delphi technique
- B SCAMPER
- C force-field analysis
- D nominal group technique

1.1.5 The **role** of the **health and safety representative**_(people) is to ...

- A report product defects to the employer.
- B identify potential dangers in the workplace.
- C provide protective clothing to employees.
- D remove potential dangers in the workplace.

(5 x 2) (10)

- 1.2 Complete the following statements by using the words provided_(given) 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.

disability; professionalism; indecisive; charismatic; average;
quiet; reinstatement; transactional; ethics; age

- 1.2.1 The ... stipulation is applicable_(used) when goods are over-insured.
- 1.2.2 Sipho applies the ... leadership style when he uses charm to inspire_(motivate) employees' loyalty.
- 1.2.3 A **set** of **values** that are morally **acceptable** when **conducting**_(doing) **business**, is referred to as ...
- 1.2.4 Meccer Ltd has installed_(put in) wheelchair ramps to **deal** with ... as a **diversity** issue.
- 1.2.5 James, the manager, remains in control and emphasises to Fatima the **importance** of **making** a **decision**. This is an example of how to deal with a(n) ... personality.

(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 Debenture	A alternative ^(other) solutions are generated and critically evaluated
1.3.2 Limited liability	B money spent by the business on contributing to the well-being of its employees
1.3.3 Decision-making	C business does not declare all their income to SARS with the aim of paying less tax
1.3.4 Tax-evasion	D issued to raise own capital from the public
1.3.5 Corporate social investment	E owner's personal assets may be seized to pay for the debts of the business
	F businesses declared all their income to SARS with the aim of paying less tax
	G issued to raise borrowed capital from the public
	H alternatives are considered before choosing the best one
	I money spent by businesses to raise the standard of living of communities
	J owner's personal assets are protected against the debts of the business

(5 x 2) (10)

TOTAL SECTION A: 30

SECTION B

Answer ANY TWO questions in this section.

NOTE: Clearly **indicate**_(show) 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 **State** THREE **factors** that should be considered when **making** investment **decisions**. (3)
- 2.2 **Outline**_(summarise) the functions of the Johannesburg Security Exchange (JSE). (6)
- 2.3 **Read** the **scenario**_(passage) below and answer the questions.

MOJI CONSULTANTS (MC)

Moji Consultants **provides**_(gives) legal **advice** to **various businesses**. Zwide and Jane oversee their units. Zwide's employees work hard as they receive rewards_(payments) for good performance. Jane made the decision to **delegate**_(give) tasks to experienced employees_(workers) who can accept responsibility for their actions.

Identify_(name) the leadership styles applied_(used) by Zwide and Jane. **Motivate** your **answer** by **quoting** from the **scenario**_(passage) above.

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

	LEADERSHIP STYLES	MOTIVATIONS
1. Zwide		
2. Jane		

(6)

- 2.4 Explain the **advantages** of a **state-owned company**. (6)
- 2.5 **Distinguish**_(differentiate) between *ordinary* and *preference* shares. (4)
- 2.6 **Read** the **scenario**_(passage) below and answer the questions.

NTSIKI ENTERPRISE (NE)

Ntsiki Enterprise is well-known for providing_(giving) high-quality products to a wide range of customers. The NE building caught fire due_(because) to an overload of power when electricity was restored. NE was compensated_(given) by Kevan Insurers, because their loss was specified in the insurance contract.

- 2.6.1 **Identify**_(name) the **principle** of **insurance** **applied** by Kevan Insurers. **Motivate** _(give reasons) your answer by quoting from the **scenario**_(passage) above. (3)
- 2.6.2 **Explain** any other TWO **principles** of **insurance**. (6)
- 2.7 **Suggest** situations in which the **autocratic leadership** **styles** can be **applied**_(used) in the workplace. (6)

[40]

QUESTION 3: BUSINESS ROLES

3.1 **Name** any TWO **problem-solving steps**. (2)

3.2 **Outline**(summarise) the purpose of corporate social responsibility (CSR). (4)

3.3 **Read** the **scenario**(passage) below and answer the questions.

UMS TRADING (UT)

The management of UT requested senior employees to work as a team on a project. Themba confronted other team members' ideas as he wanted to be a team leader. All team members came to an agreement and reached consensus. Some employees(workers) want to lodge(put in) a grievance as they were not included in the project.

3.3.1 **Identify**(name) the TWO **stages** of **team development** that were experienced by UT. Motivate(give reasons) your answer by quoting from the scenario(passage) above.

Use the table below as a GUIDE to answer QUESTIONS 3.3.1.

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1.	
2.	

(6)

3.3.2 **Advise**(assist) UT's employees on the correct **procedure**(method) to deal with **grievances**(complaints) in the workplace. (6)

3.4 **Explain** how **businesses** can **apply** the following **problem solving-technique**(method) to **solve** complex **business problems**:

3.4.1 Brainstorming (4)

3.4.2 Nominal group technique (4)

3.5 **Read** the **scenario**(passage) below and answer the questions.

AUTO CARS LIMITED (ACL)

Auto Cars Limited is a large business that specialises in the production of sport cars. ACL always request their customers to give feedback on the quality of their products. ACL can afford to pay market researchers to gather information.

3.5.1 **Identify**(name) the **King Code principle applied** by LEL. **Motivate**(give reasons) your answer by **quoting** from the **scenario**(passage) above. (3)

3.5.2 **Explain** how **businesses** can **apply** any ONE other King **Code principle** for **good** corporate **governance**. (3)

3.6 **Describe** how the **abuse** of **work time** as a type of **unprofessional business practice**, **poses**(causes) challenges to businesses. (4)

3.7 **Recommend ways** in which professional, responsible, ethical business practices should be conducted(done). (4)

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QUESTION 4: MISCELLANEOUS TOPICS**BUSINESS VENTURES**

4.1 **Name** any **TWO types** of **benefits paid** by the **Unemployment Insurance Funds (UIF)**. (2)

4.2 **Read** the scenario_(passage) below and answer the questions.

Judy invested R50 000 at Inzalo Bank at 12% interest compounded for three years.

Calculate the **interest amount** Judy will **receive after three years**. **Show ALL calculations**. (4)

4.3 **Discuss** the **situational leadership theory**. (6)

4.4 **Explain** how the following **criteria** could **contribute** to the **success** and/or **failure** of a **personal liability** company:

4.4.1 Legislation (4)

4.4.2 Management (4)

BUSINESS ROLES

4.5 **Give** any **FOUR examples** of **unfair advertising**. (4)

4.6 **Read** the scenario_(passage) below and **answer** the questions.

SOLLO MANUFACTURERS (SM)

Sollo Manufacturers is well-known for creating_(making) top-quality handbags. Some SM employees are absent due_(because) to HIV/Aids-related illnesses. The management of SM encourages their employees to join HIV/Aids support group programmes. SM developed strategies_(methods) to deal with stigma_(shame) and discrimination. SM also wishes to promote the well-being of communities.

4.6.1 **Quote TWO ways** in which SM **deals** with **HIV/Aids** from the scenario_(passage) above. (2)

4.6.2 **Explain** to SM ways in which they can **contribute** their **time** and **effort** in **improving** the **well-being** of **communities**. (4)

4.7 **Discuss** the **advantages** of **creative thinking** in the **workplace**. (4)

4.8 **Suggest** ways in which **businesses** could **deal** with **age** as a **diversity** issue in the **workplace**. (6)

[40]

TOTAL SECTION B: 80

SECTION C

Answer any 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 (PRESENTATION AND DATA RESPONSE)

Presenters agree that a good presentation takes multimedia into account. They also agree that they need to be aware of the various factors that must be considered when presenting. Some presenters prefer_(choose) to use PowerPoint and handouts to cater for different types of audiences. Presenters must be able to handle post-presentation feedback in a non-aggressive and professional manner.

Write an essay on presentation and data response in which you include the following aspects:

- **Outline**_(summarise) the **aspects** that should be **considered** when **designing**_(making) a **multimedia presentation**.
- **Explain factors** that must be considered by the **presenter** while **presenting business** information.
- **Discuss the impact** of the following **visual aids**:
 - PowerPoint
 - Handouts
- **Advise presenters** on how they should **handle feedback** after a **presentation** in a **non-aggressive** and **professional manner**.

[40]

QUESTION 6: BUSINESS ROLES (HUMAN RIGHTS AND INCLUSIVITY)

Businesses are required_(needed) to promote employees' economic rights while also ensuring that employees are treated with respect and dignity in the workplace. Many businesses benefit from diversity and promote cultural rights in the workplace.

Write an essay on human rights and inclusivity in which you **include** the following aspects:

- **Outline**_(summarise) the **economic rights** of the **employees** in the workplace.
- **Explain the implication** of **equality, respect** and **dignity** on businesses.
- **Discuss the benefits** of **diversity** in the **workplace**.
- **Recommend**_(give) **ways** in which **businesses** could **promote cultural rights** in the **workplace**.

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TOTAL SECTION C: 40
GRAND TOTAL: 150