



**NATIONAL
SENIOR CERTIFICATE**

GRADE 12

JUNE 2023

**BUSINESS STUDIES P2
(DEAF)**

MARKS: 150

TIME: 2 hours



This question paper has 10 pages.

INSTRUCTIONS AND INFORMATION

Read the instructions. **Answer** the questions.

- 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.

- 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.

- Give the **answers** the **same numbers** as the **questions**.
You get **NO marks** for **answers** that are **numbered incorrectly**.
- Answer in **full sentences**. We will **tell you** if it is **different**.
- The **mark allocation** at each **question** will tell you **how much** and **what** you must **write**.
- 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

- Answer **EACH question** on a **NEW page**, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
- Use a **non-programmable calculator**.
- 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 Sizwe **uses** a ... **leadership style** when **rewarding** his **employees** for **reaching** their **targets**.

- A transactional
- B charismatic
- C autocratic
- D democratic

1.1.2 Selling an asset that has increased in value since it was bought, refers to ...

- A dividends.
- B a prospectus.
- C duties.
- D capital gain.

1.1.3 An example of long-term insurance:

- A Vehicle insurance
- B Retirement annuity
- C Money in transit
- D Personal liability

1.1.4 Fast Traders applied the ... technique when they distributed questionnaires to a panel of experts to find a solution for their business problem.

- A force-field analysis
- B empty-chair
- C nominal group
- D Delphi

1.1.5 The correct procedure to deal with ... requires an aggrieved employee to first report the matter to his/her immediate supervisor.

- A conflict
- B conduct
- C grievances
- D difficult employees

(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.

reinsurance; unfair; indecisive person; reinstatement;
Force-field analysis; RSA Retail Saving Bonds; misleading;
fixed deposit; expert; brainstorming

- 1.2.1 The stipulation of ... is applicable when property is over-insured.
- 1.2.2 Linda invests her money in ... because there are no charges payable on this form of investment.
- 1.2.3 An example of ... advertising is demonstrated when an advertisement excludes sections of the population.
- 1.2.4 Grand Enterprise applied the ... problem-solving technique when weighing up the pros or cons before its exploration of gas in the Wild Coast.
- 1.2.5 Njoli Trading dealt with an ... as a type of difficult personality when they stayed in control and guided John through alternatives.

(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 Debenture	A ability of an individual to influence followers
1.3.2 Excess	B alternatives are considered before deciding on the best one
1.3.3 Management	C develop and implement programmes that aimed to protect communities
1.3.4 Problem-solving	D amount that the insured may transfer to another person
1.3.5 Accountability	E enables business to obtain short-term loans from financial institutions
	F amount that the insured must pay when a claim is lodged
	G ability to enforce rules on followers
	H enables businesses to obtain loans from investors
	I develop regular communication between management and stakeholders
	J alternative solutions are generated and critically evaluated

(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 Give **FOUR** types of investment opportunities. (4)
- 2.2 Identify the leadership styles applied by Steven to manage his employees. Do it in EACH statement:
- 2.2.1 Steven requests employees to share ideas when important decisions need to be made
- 2.2.2 He uses his personality to inspire (encourage) employees to do more than what is normally expected (4)
- 2.3 Explain the *situational leadership theory*. (6)
- 2.4 Read the text. Answer the questions.

KHULISA LIMITED (KL)

Khulisa Limited offers different kinds of shares to shareholders. Some shareholders bought shares that will allow them to receive fixed dividends. Others bought shares that allowed them to only receive dividends when profit is made. KL is listed on the Johannesburg Security Exchange.

- 2.4.1 Identify **TWO** types of shares offered by KL. Explain with examples from the text.

Draw the table in your ANSWER BOOK. Answer QUESTION 2.4.1 in the table.

TYPES OF SHARES	MOTIVATIONS
1.	
2.	

(6)

- 2.4.2 Explain the functions of Johannesburg Securities Exchange (JSE). (4)
- 2.5 Discuss the advantages of unit trusts as a form of investment. (4)

2.6 Read the text. Answer the questions.

MOSES PROPERTIES (MP)

Moses Properties bought a house worth R600 000, but insured it for R300 000. A fire destroyed part of the house to the value of R50 000.

2.6.1 Name the insurance clause that is applicable to the scenario above. (2)

2.6.2 Calculate the amount that Moses Properties will receive as compensation from the insurer. Show ALL calculations. (4)

2.7 Suggest situations in which the autocratic leadership style can be applied in the workplace. (6)

[40]

QUESTION 3: BUSINESS ROLES

3.1 Name any FOUR examples of ethical business practices. (4)

3.2 Outline the difference between *grievance* and *conflict*. (4)

3.3 Read the text. Answer the questions.

KHAYA CABINETMAKERS (KC)

Khaya Cabinetmakers has experienced a loss of profits in recent years. KC requested employees to divide themselves into smaller groups and silently generate ideas on how the product can be improved. Employees are also encouraged to use creative thinking skills to generate new ideas on increasing profits.

3.3.1 Identify the problem-solving technique used by Khaya Cabinetmakers. Motivate your answer by quoting from the scenario above. (3)

3.3.2 Discuss ways in which businesses could create an environment that promotes creative thinking in the workplace. (4)

3.4 Explain the advantages of brainstorming in solving complex business problems. (6)

3.5 Read the text. Answer the questions.

MASIZAKHE FARMING PROJECT (MFP)

Masizakhe Farmer Project consists of a group of five members. Zuko always questions the other members' ideas which causes conflict. However, all team members are aware of the strategies and aims of the team.

3.5.1 Identify TWO stages of team development that were experienced by MFP. Motivate your answer by quoting from the scenario above.

Draw the **table** in your ANSWER BOOK. Answer QUESTION 3.5.1 in the **table**.

STAGES OF TEAM DEVELOPMENT	MOTIVATIONS
1.	
2.	

(6)

3.5.2 Explain ANY ONE of the other stages of team development. (3)

3.6 Discuss the advantages of creative thinking in the workplace. (6)

3.7 Suggest ways in which businesses could deal with difficult employees in the workplace. (4)

[40]**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

4.1 Name any FOUR factors that should be considered when making investment decisions. (4)

4.2 Read the text. Answer the questions.

Lungi invested R150 000 at Cash Bank over a period of two years at 12% compounded interest per year.

4.2.1 Calculate the amount that Lungi will receive after TWO years. Show ALL calculations. (4)

4.3 Explain the role of personal attitude in successful leadership. (6)

4.4 Discuss the impact of Laissez-faire/Free-reign leadership style on businesses. (6)

BUSINESS ROLES

4.5 State any TWO criteria for successful team performance. (2)

4.6 **Read** the text. **Answer** the **questions**.

KHULULA STEEL MANUFACTURING (KSM)

The management of Khulula Steel Manufacturing provided a solution to a production problem by identifying the problem first. The employees of KSM were also approached to assist during the problem-solving process. Thereafter KSM identified alternative solutions to their problem.

4.6.1 Quote TWO problem-solving steps from the scenario above. (2)

4.6.2 Describe any TWO other problem-solving steps. (6)

4.7 Explain how pricing of goods in rural areas as a type of unethical business practice poses challenges to businesses. (6)

4.8 Advise businesses on the importance of team dynamic theories in improving team performance. (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 (INVESTMENT: INSURANCE)

Businesses are faced with a variety of uncertainty and risks every day. For this reason, businesses and individuals take out insurance to cover the potential losses. They must be well informed of the principles of insurance before signing an insurance contract. Businesses must be aware of different types of benefits paid out by the Unemployment Insurance Fund to contributors.

Write an essay.

Write about **insurance**.

Include:

- Outline the differences between *compulsory* and *non-compulsory* insurance.
- Explain the importance of insurance for businesses.
- Discuss any **THREE** principles of insurance.
- Advise business on the types of benefits paid out by the Unemployment Insurance Fund.

[40]

QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)

Businesses are required to conduct their operations in an ethical and professional manner. Unprofessional business practices will have a negative impact on business operations. According to the King Code principle, it is the legal duty of key stakeholders and the board of directors to act in good faith.

Write an essay.

Write about **ethics** and **professionalism**.

Include:

- Outline the differences between *ethical* and *professional behaviour*.
- Explain how the following types of unprofessional business practices can pose challenges to businesses:
 - Sexual harassment
 - Unauthorised use of workplace funds and resources
 - Abuse of work time
- Discuss ways in which professional, responsible, ethical and effective business practice should be conducted.
- Advise businesses on how they can apply the King Code principle of *transparency* for good corporate governance to improve their ethical business conduct.

[40]

TOTAL SECTION C: 40
GRAND TOTAL: 150

