



**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2023**

**BUSINESS STUDIES P2  
(DEAF)**

**MARKS: 150**

**TIME: 2 hours**

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This question paper has 9 pages.

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## INSTRUCTIONS AND INFORMATION

Read the instructions. Answer the questions.

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

SECTION A: COMPULSORY

SECTION B: THREE questions.

Answer any **TWO** questions.

SECTION C: TWO questions.

Answer any **ONE**.

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

- Answer **EACH question** on a **NEW page**, e.g. QUESTION 1 – new page, QUESTION 2 – new page.
- Use a **non-programmable calculator**.
- Write neatly**.

**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, for example 1.1.6 D.

1.1.1 Jabu, the **team leader** at Group Projects, **uses** a ... **leadership style** when **implementing decisions without consulting employees**.

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

1.1.2 Sizani & Paul Attorneys are **jointly** and **severally liable** for the **debts** of the business. This **form of ownership** is known as a ...

- A non-profit company.
- B partnership.
- C private company.
- D public company.

1.1.3 Nicky **handled** the **feedback session after** his **presentation** in a **professional manner** when he ...

- A defended his mistakes that were pointed out by the audience.
- B addressed only the person that posed the question.
- C summarised the main points of the presentation.
- D kept his answers short and to the point.

1.1.4 Masande Ltd has **identified** ... as one of their **corporate social investment (CSI) focus areas**.

- A rural development
- B employment equity
- C business ethics
- D supply chains

1.1.5 The **process** a **manager** uses to **choose** the **best solution**, is known as ...

- A problem-solving.
- B routine thinking.
- C decision-making.
- D brainstorming.

(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.

language; graphs; reinstatement; expert; tables; average clause;  
tax avoidance; aggressive; race;  
tax evasion

1.2.1 Good Insurance LTD **applied** ... when **goods** were **insured** by Fred Traders for **more** than its **market value**.

1.2.2 Steven, a **sales manager** at YX Traders, **uses** ... to **display sales figures** in **columns** and **rows** during his **presentation** to **management**.

1.2.3 A **business** that **appoints** an **interpreter** for **meetings** is **addressing** ... as a **diversity issue**.

1.2.4 Kevin Logistics **deals** with ... as a type of **unethical businesses practice** by **submitting** all **tax returns** to **SARS on time**.

1.2.5 Managers deal with ... **personalities** by **allowing** them **sufficient time** to **speak without intimidating others**.

(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 Debentures	A <b>upholding moral standards</b> when doing business
1.3.2 Road Accident Fund	B <b>improves the image of the business and increases profits</b>
1.3.3 State-owned companies	C <b>issued to raise own capital from the shareholders</b>
1.3.4 Corporate social responsibility	D <b>compensate<sub>(pay)</sub> pedestrians for injuries sustained<sub>(received)</sub> due to negligent<sub>(careless)</sub> drivers</b>
1.3.5 Ethical behaviour	E <b>losses must be met by the directors</b>
	F <b>issued to raise borrowed capital from the public</b>
	G <b>improves the standard of living of the community without return on investments</b>
	H <b>losses must be met by the taxpayers</b>
I <b>upholding the code of conduct of a specific profession</b>	J <b>compensate<sub>(pay)</sub> employees for injuries sustained<sub>(received)</sub> in the workplace</b>

(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 **THREE examples** of **short-term insurance**. (3)

2.2 Name **aspects** that should be **considered** when **designing** a **multimedia presentation**. (4)

2.3 **Read the text. Answer the questions.**

Inzalo Enterprise invested an amount of R15 000 over a period of two years at 8% compounded interest per year in a fixed deposit.

**Calculate the interest amount** that Inzalo Enterprise will receive after **TWO** years.

**Show ALL calculations.** (4)

2.4 Explain the **importance** of **insurance** for **businesses**. (6)

2.5 **Read the text. Answer the questions.**

**PERFECT DEALERS (PD)**

Emihle, the sales manager at Perfect Dealers, made a presentation to the board of directors. She distributed<sup>(handed out)</sup> hard copies of the sales figures to them before the start of her presentation.

2.5.1 **Identify the visual aid** that Emihle **used during** her **presentation**. **Motivate your answer. Quote from the extract.** (3)

2.5.2 Describe the **positive impact** of the **visual aid** identified in QUESTION 2.5.1. (4)

2.6 **Differentiate** between **management** and **leadership**. (4)

2.7 **Discuss** how the **criteria** could **contribute** to the **success** and/or **failure** of a **public company**:

2.7.1 Management (4)

2.7.2 Legislation (4)

2.8 **Suggest situations** in which the **laissez-faire/free-reign leadership style** can be **applied**<sup>(used)</sup> in the **workplace**. (4)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 Name any **TWO human rights** in the **workplace**. (2)
- 3.2 Give the **benefits of diversity** in the **workplace**. (6)
- 3.3 **Read the text. Answer the questions.**

**ZINTLE BRICKS (ZB)**

Zintle Bricks **specialises** in the **manufacturing** of **quality bricks**. ZB **provides personal protective clothing** to workers. The **employees** of ZB **take care** of their **own health** and **safety** when manufacturing bricks. They **report** all **accidents**, that have **occurred**<sub>(happened)</sub>, to the **management** by the **end of the day**.

- 3.3.1 **Quote TWO responsibilities** of the **employees** at ZB in **promoting human health** and **safety** in the **workplace** from the extract. (2)
- 3.3.2 **Advise ZB** on other **responsibilities** of the **employees** in **promoting human health** and **safety** in the **workplace**. (4)
- 3.4 **Explain** how **abuse of work time**, as a **type of unprofessional business practice**, **poses challenges** to **businesses**. (6)
- 3.5 **Discuss** the **advantages of creative thinking** in the **workplace**. (4)
- 3.6 **Read the text. Answer the questions.**

**BOREHOLE TECH (BT)**

Borehole Tech **intends** to **introduce** a **new electronic drilling system**. They considered all the **pros**<sub>(advantages)</sub> and **cons**<sub>(disadvantages)</sub> for changing to the new system. BT also **requested** a panel of experts to do **research** on the **challenges** of this system.

- 3.6.1 **Identify TWO problem-solving techniques** used by BT. **Motivate** your **answer** by **quoting** from the **extract**.

**Draw the table** in your ANSWER BOOK. **Answer QUESTION 3.6.1** in the table.

PROBLEM-SOLVING TECHNIQUES	MOTIVATIONS
1.	
2.	

(6)

- 3.7 **Discuss** the **correct procedure** to **deal with grievances** in the **workplace**. (6)
- 3.8 Suggest **ways** in which **professional, responsible, ethical** and **effective business practice** should be **conducted**<sub>(done)</sub>. (4)

**[40]**

**QUESTION 4: MISCELLANEOUS TOPICS****BUSINESS VENTURES**

4.1 State any **TWO** leadership theories. (2)

4.2 Read the text. Answer the questions.

**KAMESH TRADERS (KT)**

Kamesh Traders took out an insurance contract with Secure Insurer. KT was honest when entering into the contract by disclosing all the relevant facts. Kamesh also insured himself in the event of a loss of life.

4.2.1 Identify **TWO** principles of insurance applicable to KT. Motivate your answer by quoting from the extract.

Draw the table in your ANSWER BOOK. Answer QUESTION 4.2.1 in the table.

PRINCIPLES OF INSURANCE	MOTIVATIONS
1.	
2.	

(6)

4.3 Discuss factors that must be considered when preparing for a presentation. (6)

4.4 Evaluate the impact of fixed deposits as a form of investment. (6)

**BUSINESS ROLES**

4.5 List any **TWO** King Code principles for good corporate governance. (2)

4.6 Read the text. Answer the questions.

**MEGA MANUFACTURING (MM)**

Mega Manufacturing specialises in the manufacturing of school shoes. MM provides adult basic education. They also invest in job creation projects in their community. MM strives to maintain a balance between the triple bottom line elements.

4.6.1 Quote **TWO** examples of CSI projects in the extract. (2)

4.6.2 Explain the relationship between social responsibility and triple bottom line. (6)

4.7 Discuss how businesses could deal with poverty as a diversity issue in the workplace. (6)

4.8 Recommend ways in which businesses can create an environment that promotes creative thinking. (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: SECURITIES)**

Businesses invest in a variety of shares, including ordinary and preference shares for future growth. Some businesses consider investment factors before investing their surplus funds in unit trusts. Therefore, businesses must be aware of the functions of the Johannesburg Security Exchange.

Write an **essay**.

Write about **investment securities**.

Include:

- **Give** the differences between *ordinary* and *preference shares*.
- Explain any **THREE factors** that should be **considered** when **making investment decisions**.
- **Discuss** the **impact** of **unit trusts** as a **form of investment**.
- **Advise businesses** on the **functions** the **Johannesburg Security Exchange (JSE)**.

[40]

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

Conflicts can arise when different people are working together therefore, businesses must be able to handle conflict. Businesses must familiarise themselves with the stages of team development and also find ways to deal with difficult employees.

Write an essay.

Write on **team performance** and **conflict management**.

Include:

- Give **causes** of **conflict** in the **workplace**.
- Explain how **businesses** could **handle conflict** in the **workplace**.
- Discuss **THREE stages** of **team development**.
- Suggest **different ways** in which **businesses** can **deal** with **difficult employees** in the **workplace**.

[40]

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