



Province of the  
**EASTERN CAPE**  
EDUCATION

**NATIONAL  
SENIOR CERTIFICATE**

**GRADE 12**

**SEPTEMBER 2020**

**BUSINESS STUDIES P2**

**MARKS: 150**

**TIME: 2 hours**

---

This question paper consists of 9 pages.

---

## INSTRUCTIONS AND INFORMATION

Read the following instructions carefully before answering the questions.

- 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.

- Read the instructions for each question carefully and take particular note of what is required.

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

- 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.
- Except where other instructions are given, answers must be written in full sentences.
- Use the mark allocation and nature of each question to determine the length and depth of an answer.
- Use the table below as a guide for mark and time allocation when answering each question.

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

- Begin the answer to EACH question on a NEW page, for example QUESTION 1 – new page, QUESTION 2 – new page.
- You may use a non-programmable calculator.
- Write neatly and legibly.

**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 question number (1.1.1–1.1.5) in the ANSWER BOOK, for example 1.1.6 D.

1.1.1 Workers with low morale can be inspired by the insight and personality of ... leaders.

- A democratic
- B autocratic
- C laissez-faire
- D charismatic

1.1.2 A visual presentation of a set of sales figures shown as a series of rectangles:

- A Line graph
- B Bar graph
- C Table
- D Diagram

1.1.3 Salon Mandy's employees claimed from the ... fund during the Covid-19 level 5 lockdown.

- A unemployment insurance
- B compensation for injuries and diseases
- C road accident
- D compensation

1.1.4 Collaboration means that team members ...

- A do not rely on each other.
- B work effectively on their own.
- C are willing to co-operate in the team to achieve objectives.
- D are held accountable for their actions.

1.1.5 The principle of the King Code where there must be regular communication between management and the stakeholders is referred to as ...

- A transparency.
- B accountability.
- C responsibility.
- D discipline.

(5 x 2) (10)

- 1.2 Complete the following statements by using the words provided in the list below. Write only the word(s) next to the question numbers (1.2.1–1.2.5) in the ANSWER BOOK.

discrimination; nominal group; dividends; conflict; subrogation; excess; capital gain; empty chair; inclusivity; grievance
---

- 1.2.1 The portion of an insurance claim that Donald Traders must pay when the business lodges a claim, is referred to as ...
- 1.2.2 Pablo bought shares at R10 each from Caller Mobile two years ago. The shares are now worth R20. This return on investment is called ...
- 1.2.3 The ... technique provides managers time to think about the question in silence before responding.
- 1.2.4 Lunga can lodge a ... when he disagrees with the resolution taken by senior management.
- 1.2.5 Employing people from different backgrounds, is known as ... (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 number (1.3.1–1.3.5) in the ANSWER BOOK, for example 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Leadership	A employees open up to each other and confront each other's ideas
1.3.2 Liquidity	B alternative solutions are generated and critically evaluated
1.3.3 Reinstatement	C employees come to an agreement and reach consensus
1.3.4 Decision-making	D applicable when property/goods are under-insured
1.3.5 Storming	E controls systems and procedures to get the job done
	F alternatives are considered before choosing the best one
	G assets are sold to pay creditors due to a lack of capital or a cash flow problem
	H applicable when property/goods are over-insured
	I inspire staff to trust and support each other
	J asset or security can quickly be bought or sold and can easily be converted into cash

(5 x 2) (10)

**TOTAL SECTION A: 30**

**SECTION B**

Answer ANY 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. QUESTION 2 on a NEW page, QUESTION 3 on a NEW page.

**QUESTION 2: BUSINESS VENTURES**

- 2.1 State any TWO factors that should be considered when making investment decisions. (2)
- 2.2 Identify the leadership style applied by Mpilo (Pty) Ltd in EACH case below.
- 2.2.1 Mpilo ensures that employees are requested to give inputs during planning sessions. (2)
- 2.2.2 Employees are allowed to make their own decisions as long as they do not violate the company's policies. (2)
- 2.2.3 Employees are rewarded for meeting their targets and punished for not meeting deadlines. (2)
- 2.3 Read the scenario below and answer the questions that follow.

Mzimasi bought a business property worth R500 000 and insured it for R200 000. Fire destroyed part of the property to the value of R50 000.

- 2.3.1 Name the insurance clause that is applicable to the scenario above. (2)
- 2.3.2 Calculate the amount that Mzimasi will receive as a compensation from the insurer. Show ALL calculations. (4)
- 2.4 Explain TWO types of preference shares. (6)
- 2.5 Discuss the importance of insurance to businesses. (6)
- 2.6 Read the scenario below and answer the questions that follow.

Lynnette inherited R50 000 from her late mother's estate. She decided to invest the money in a fixed deposit at Safe Bank at 12% compounded interest per annum for two years.

- 2.6.1 Define a *fixed deposit* as a type of investment. (2)
- 2.6.2 Calculate the amount of interest that Lynnette will receive after two years. Show ALL calculations. (4)
- 2.7 Suggest a situation in which an autocratic leadership style can be applied in a workplace. (8)

**[40]**

**QUESTION 3: BUSINESS ROLES**

- 3.1 Name FOUR components of Corporate Social Responsibility (CSR). (4)
- 3.2 Read the scenario below and answer the questions that follow.

**KING SAWMILLS (KSM)**

King Sawmills manufacture household and industrial timber. KSM employs 50 employees and regular medical check-ups are conducted. The health of employees is attended to on a day-to day basis. KSM also provide safety training for employees to avoid accidents.

- 3.2.1 Identify TWO roles of the health and safety representatives from the scenario above. (2)
- 3.2.2 Explain the responsibilities of employees in promoting health and safety in the workplace. (6)
- 3.3 Discuss the benefits of diversity in the workplace. (6)
- 3.4 Read the scenario below and answer the questions that follow.

**MOZE & JOE EXPLORATION (MJE)**

Moze and Joe was awarded a tender for the exploration of natural gas along the south-east coast and the Karoo. Moze is interested in inviting a panel of experts to assess the impact of the project on the environment while Joe wants to list all the driving and restraining forces.

- 3.4.1 Identify TWO problem-solving techniques applied by MJE. Motivate your answer by quoting from the scenario above.

Use the table below as a guide to answer QUESTION 3.4.1.

PROBLEM-SOLVING TECHNIQUE	MOTIVATION
1.	
2.	

- 3.4.2 Discuss the advantages of ONE problem-solving technique identified in QUESTION 3.4.1. (4)
- 3.5 Describe how businesses can apply the brainstorming technique to solve complex business problems. (4)
- 3.6 Suggest ways in which businesses can deal with difficult employees in the workplace. (8)

**[40]**

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

- 4.1 Give any TWO examples of non-verbal presentations. (2)
- 4.2 Identify the type of investment that were used by GG Engineers in each statement described below.
- 4.2.1 GG Engineers invested a minimum of R1 000 at a fixed rate to the fund with guaranteed returns, no risks attached. (2)
- 4.2.2 GG Engineers invested in a combination of different shares and securities managed by a fund manager. (2)
- 4.3 Outline the functions of the Johannesburg Securities Exchange (JSE). (4)
- 4.4 Discuss the following principles of insurance:
- 4.4.1 Indemnification (4)
- 4.4.2 Security (4)

**BUSINESS ROLES**

- 4.5 Classify EACH case below whether it represents an unethical or unprofessional business practice.
- 4.5.1 The sales representative of Queen Holdings plays computer games during working hours. (2)
- 4.5.2 Power Wheels advertised second-hand tyres as new. (2)
- 4.6 Read the scenario below and answer the questions that follow.

**EKHAYA BUSH SAFARIS (EBS)**

Vusi is the human resource manager of Ekhaya Bush Safaris. EBS employed Kate, Judy and Simon as waiters. Vusi dislikes Simon and treats him differently from the two female employees. He seldom meets with his employees to give feedback. Simon is unhappy and intends to quit the job.

- 4.6.1 Quote TWO causes of conflict from the scenario above. (2)
- 4.6.2 Advise EBS on how they should handle conflict in the workplace. (8)
- 4.7 Explain the implication of equality, respect and dignity on businesses. (4)
- 4.8 Discuss the advantages of creative thinking in the workplace. (4)

**[40]****TOTAL SECTION B: 80**



**SECTION C**

Answer **ONE** question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of the question chosen.  
The answer to the 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)**

Lindy, CEO of African Minerals Ltd, is planning to make a presentation at a business conference. She prepares PowerPoint slides and handouts to support her presentation. She is not a public speaker and lacks confidence in answering questions from the audience.

With reference to the scenario above, write an essay on the following aspects:

- Outline the aspects that Lindy should consider when designing a multimedia presentation.
- Explain the factors that Lindy should keep in mind while presenting.
- Discuss the advantages of PowerPoint slides and handouts as types of visual aids.
- Advise Lindy on how to respond to questions after the presentation.

**[40]**

**QUESTION 6: BUSINESS ROLES (SOCIAL RESPONSIBILITY, CSR AND CSI)**

South Africa is facing many socio-economic issues that affect all its citizens. Many businesses are trying to solve these challenges by investing their time, money and skills in social programmes through corporate social investment (CSI). Corporate social responsibility encourages businesses to meet the requirements of the triple bottom line.

Keeping the above statement in mind, write an essay on the following aspects:

- Outline the purpose of CSI.
- Explain the link between social responsibility and triple bottom line.
- Evaluate the impact of CSI on businesses.
- Suggest ways in which businesses can contribute time and effort in improving the well-being of employees.

**[40]**

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