



# education

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Department:  
Education  
North West Provincial Government  
**REPUBLIC OF SOUTH AFRICA**

## PROVINCIAL ASSESSMENT

**GRADE 12**

**BUSINESS STUDIES P2**

**JUNE 2024**

**MARKS: 150**

**TIME: 2 hours**

**This question paper consists of 9 pages.**

**INSTRUCTIONS AND INFORMATION**

Read the following instructions carefully before answering the questions.

1. 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.

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

Note that **ONLY** the first answer to the first **TWO** questions selected in **SECTION B**

and the answers to the **FIRST** question selected in **SECTION C** will be marked.

3. 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.
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 the length and depth of an answer.
6. Use the table below as a guide for mark and time allocation when answering each question.

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

7. Begin the answer to **EACH** question on a **NEW** page, e.g. **QUESTION 1** – new page, **QUESTION 2** – new page.
8. You may use a non-programmable calculator.
9. 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 numbers (1.1.1 to 1.1.5) in your ANSWER BOOK, e.g, 1.1.6 D.

1.1.1 The ... leadership theory encourages followers to accept change in the workplace.

- A situational
- B transformational
- C leaders and followers
- D charismatic

1.1.2 A minimum of ... must be invested in RSA retail savings bond.

- A R 1 000
- B R 5 000
- C R 500
- D R 600

1.1.3 Meuler Trading dealt with a/an ... as a type of difficult personality when they listened to Janes criticism without acknowledging him.

- A Aggressor
- B expert
- C indecisiveness
- D complainer

1.1.4 Exaggerating the merits of the product/false promises.

- A Pricing of goods in rural areas
- B Fair advertising
- C Unfair advertising
- D Taxation

1.1.5 ONE of the steps that businesses may consider in problem solving in the workplace:

- A Identify possible solutions to the problem
- B Provide recreational facilities
- C Provide support
- D Implement disciplinary measures

(5 x 2) (10)

- 1.2 Complete the following statements by using the word(s) provided 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.

compound interest; decision making; leadership, under insurance; storming;  
simple interest; norming; problem solving; management;  
over insurance

- 1.2.1 ... is a process of analysing a situation to identify strategies to bring about change.
- 1.2.2 Team members open up to each other and confront each other's ideas/perspectives.
- 1.2.3 ... means that the extra money paid for the premiums will not be paid out to the insurer if there is a claim for a loss.
- 1.2.4 Controlling systems and procedures to get the job done is known as ...
- 1.2.5 Interest is calculated on the higher principal amount and again added to it.  
( 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, e.g. 1.3.6 K.

COLUMN A	COLUMN B
1.3.1 Nominal group technique	A the purchasing power of money decreases.
1.3.2 Collaboration	B this stipulation is applicable when property/goods are over insured.
1.3.3 Liquidity	C the return on an investment in shares which is paid regularly by a company to its shareholders.
1.3.4 Capital gains	D willingness to co-operate as a unit to achieve team objectives
1.3.5 Reinstatement	E strong technique for preventing conformity to group.
	F the return on property/fixed assets/investments.
	G a stipulation set by the insurer which is applicable when property/goods is under insured/insured for less than its market value.
	H shows respect for the knowledge/skills of other members.
	I people get ideas from others and build on them.
	J it is used to describe the ease and speed with which investors can convert an investment 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 Name any FOUR types of preference shares. (4)
- 2.2 Outline the rights of ordinary shareholders. (6)
- 2.3 Read the scenario below and answer the questions that follow.

**KALUDI DÉCOR & DELIVERIES (KDD)**

Kaludi DD provides services such as decor and deliveries. The employees of KDD participate in making business decisions. Employees experience personal growth/development as they are allowed to make decisions on their own. Incorrect decisions can be made by inexperienced staff members.

- 2.3.1 Quote TWO impacts of the democratic leadership style applied by KDD in the scenario above. (2)
- 2.3.2 Explain other impacts of the democratic leadership style. (6)
- 2.4 Discuss the role of personal attitude in successful leadership. (6)
- 2.5 Read the scenario below and answer the questions that follow.

**WIGZIZ INSURANCE CORPORATION(WIC)**

Wigziz insurance corporation render services to companies during time of difficulty. They encourage every information to be disclosed that may affect the extent of the risk. WIC aims to provide financial security to the insured at retirement/the dependents of the deceased.

Identify TWO principles of insurance addressed by WIC. Motivate your answer by quoting from the scenario above.

Use the table below as a GUIDE to answer QUESTION 2.5.

PRINCIPLE OF INSURANCE	MOTIVATION
1.	
2.	

- 2.6 Discuss *excess* as one of the insurance concepts. (6)
- 2.7 Advise business on the functions of Johannesburg Securities Exchange. (4)

**[40]**

**QUESTION 3: BUSINESS ROLES**

3.1 Name any THREE types of unprofessional business practices. (3)

3.2 Outline *how taxation as a type* of unethical business practice poses challenges to business (6)

Read the scenario below and answer the questions that follow.

3.3

**GEHARD LOGISTICS (GL)**

Gehard Logistics specialize in transportation services with drivers of high team spirit. Differences among members at GL are appreciated and used to enhance the team's performance.

3.3.1 Identify the stage of team development applied by GL. Motivate your answer by quoting from the scenario above. (3)

3.3.2 Explain the meaning of the stage of team development identified in QUESTION 3.3.1. (4)

3.4 Discuss the importance of team dynamic theories. (6)

3.5 Read the scenario below and answer the questions that follow.

**GLIDE SHOE GALLERY (GSG)**

The management of GSG is considering the possibility of developing a new market for their products. GSG needs to look at both the pros and cons before establishing another factory.

3.5.1 Name the problem solving technique used by GSG in the scenario above. (2)

3.5.2 Describe the impact of the problem solving technique identified in QUESTION 3.5.1. (6)

3.6 Explain how business can apply brainstorming to solve complex business problems. (4)

3.7 Advise business on how they should handle conflict in the workplace. (6)  
**[40]**

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

- 4.1 Name any FOUR types of insurable risks. (4)
- 4.2 Outline the differences between insurance and assurance. (4)
- 4.3 Read the scenario below and answer the questions that follow.

**KAZAN BIKERS CORPORATION**

Katlego owns a rapid growing bike company. She encourages employees to work hard because they will receive rewards.

- 4.3.1 Identify the leadership style applied by Katlego in the scenario above. (2)
- 4.3.2 Explain the application of the leadership style identified in QUESTION 4.3.1. (4)
- 4.4 Advise business on impact of shares as a form of investment. (6)

**BUSINESS ROLES**

- 4.5 Outline the benefits of creative thinking in the workplace. (4)
- 4.6 Read the scenario below and answer the questions that follow.

**MAPS ENTERPRISE LTD**

Maps is a leading manufacturer of electric cars she is experiencing high demand for her products. There is a climate of respect/trust and honesty in her company. All tasks need to be completed before the team finally dissolves. Teams value the contributions of individual members and reach consensus on differences.

- 4.6.1 Quote TWO characteristics of successful team performance from the scenario above. (2)
- 4.6.2 Explain other characteristics of successful team performance. (4)
- 4.7 Discuss how sexual harassment as a type of unprofessional business practice pose challenges to businesses (6)
- 4.8 Recommend ways in which business can deal with difficult employees in the workplace. (4)

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



**SECTION C**

Answer ANY ONE question in this section.

**NOTE:** Clearly indicate the QUESTION NUMBER of the chosen question. 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 (INVESTMENT INSURANCE)**

Some businesses are not well conversant with the differences between compulsory and non-compulsory insurance. Most companies are aware of benefits that should be paid when road users get killed or injured. Other companies enjoy the benefits of insurance. Many businesses regard the registration of employees with the Compensation Fund/COIDA, as an administrative burden.

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

- Outline the difference between compulsory and non-compulsory insurance.
- Explain the Road Accident Beneficiary Scheme(RABS).
- Discuss the advantages of insurance for businesses.
- Advise businesses on the Compensation Fund in terms of the COIDA as a type of compulsory insurance.

[40]

**QUESTION 6: BUSINESS ROLES (ETHICS AND PROFESSIONALISM)**

Professional behaviour forms part of effective business practice that guides employees' conduct in the workplace. Successful businesses apply the King Code principles. Many businesses agree that unfair pricing in rural areas and taxation have a negative impact on their operations. Businesses should also be aware of ways in which professional, responsible, ethical and effective business practice should be conducted.

Write an essay on ethics and professionalism in which you address the following aspects:

- Outline the difference between ethical and professional behaviour.
- Explain how business can apply the King Code principles.
- Discuss ways in which businesses could deal with pricing of goods in rural areas and taxation/tax evasion.
- Suggest ways in which professional, responsible, ethical and effective business practice should be conducted.

[40]

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