

See back cover for an English translation of this cover

2

90843M



908435



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

SUPERVISOR'S USE ONLY

Tohua tēnei pouaka mēnā  
KĀORE koe i tuhi kōrero ki  
tēnei pukapuka

## Mātai Pakihi, Kaupae 2, 2022

### 90843M Te whakaatu māramatanga ki ngā whakahaere ā-roto o tētahi pakihi nui

Ngā whiwhinga: E whā

Paetae	Kaiaka	Kairangi
Te whakaatu māramatanga ki ngā whakahaere ā-roto o tētahi pakihi nui.	Te whakaatu māramatanga ki ngā whakahaere ā-roto o tētahi pakihi nui, kia hōhonu.	Te whakaatu māramatanga ki ngā whakahaere ā-roto o tētahi pakihi nui, kia tōtōpū.

Tirohia kia kitea ai e rite ana te Tau Ākonga ā-Motu (NSN) kei runga i tō puka whakauru ki te tau kei runga i tēnei whārangi.

#### Me whakamātau koe i ngā wāhanga KATOA o te tūmahi kei roto i tēnei pukapuka.

Ki te hiahia wāhi atu anō koe mō ō tuhinga, whakamahia ngā whārangi wātea kei muri o tēnei pukapuka.

Tirohia kia kitea ai e tika ana te raupapatanga o ngā whārangi 2–23 kei roto i tēnei pukapuka, ka mutu, kāore tētahi o aua whārangi i te takoto kau.

Kaua e tuhi i ngā wāhi e kitea ai te kauruku whakahāngai (X). Ka poroa pea taua wāhanga ka mākahia ana te pukapuka.

**HOATU TE PUKAPUKA NEI KI TE KAIWHAKAHAERE HEI TE MUTUNGA O TE WHAKAMĀTAUTAU.**

## TE TŪMAHI

E whā ngā wāhanga o tēnei tūmahi, arā te (a) ki te (d). Whakamahia ngā pārongo horopaki kei raro iho nei, ngā pārongo āpiti kei ērā atu pouaka, me tōu anō mōhiotanga ki te ao pakihi hei whakatutuki i tēnei tūmahi. E āhei ana tō whakauru i ngā ariā pakihi Māori e hāngai ana ki tō tuhinga.

Me pānui koe i ngā pārongo rauemi kei roto i ngā pouaka KATOA i mua i te tīmatatanga o te tūmahi.

### Ngā pārongo horopaki

He kaiwhakanao taonga ā-whare a *Work-Life-Balance (WLB) Furniture* e whai ana kia māmā te panonihia o tētahi rūma i te kāinga hei taiwhanga mahi. Nā te raungāwari haere o ngā āhuatanga mahi e māmā ake ai te mahi a ngā kaimahi ki te kāinga, kua tere te piki o te pīrangitia o ngā momo taonga ā-whare mō ngā tari i te kāinga.

Ko te taonga hoko matua a *WLB Furniture*, ko tētahi teihana mahi (he tēpu) e taea ana te whakatū, te whakatakupe hoki, kia māmā ai te kuhu atu ki raro i te hōpa, i te moenga rānei, e iti iho ai te noho pōrearea o ngā taiwhanga noho. Ka taea ngā teihana mahi te rawe e tutuki ai ngā pīrangi rerekē, e nui ake ai ngā āheinga, te hāneaneatanga, te mahi hoki ka oti i ngā kaiwhakamahi. E ahu mai ana te rākau mō ēnei momo tēpu i ngā kamupene e tiaki ana i te taiao, e toitū ana hoki tā rātou tuatua rākau, ka mutu, e kīia ana aua rawa he rawa mauroa e roa ai te oranga o ngā tēpu.

E rongō ana ngā kaiwhakahaere o *WLB Furniture* i te uauatanga o te whakahaere pakihi, nā runga i ngā haurokurokutanga o te mākete e panoni haere ana i te ngau a te mate urutā, a KOWHEORI-19, tae atu ki ngā raru o ia rā ka ara ake i te whakahaere pakihi.

E āhei ana tō whakamahi i a *WLB Furniture RĀNEI*, i tētahi atu pakihi nui RĀNEI (he nui ake i te 20 ōna kaimahi, e hira ana hoki/rānei te pakihi ki te motu whānui, ki te rohe rānei) kua hōhonu te mātaitia e koe.

(a) (i) Kōrerotia tētahi pūkenga whakahirahira mō te kaiārahi, mō te kaiwhakahaere rānei i tētahi pakihi.

---



---

(ii) Whakamāramatia te take e tika ana kia whakaaturia, kia whakatinanatia e ngā kaiārahi, e ngā kaiwhakahaere rānei taua pūkenga kua tautohua rā e koe i te (i).

---



---



---



---



---



---



---



---

## TASK

This task has four parts, (a) to (d). Use the background information below, the supplementary information in the other boxes, and your business knowledge to complete this task. You may integrate any relevant Māori business concepts into your answer.

You should read the resource information in ALL of the boxes before beginning the task.

### Background information

*Work-Life-Balance (WLB) Furniture* is a manufacturer of furniture that enables a room in the home to be easily converted into a workspace. With changes in flexible working conditions that make it easier for workers to work from home, demand for furniture that can be used in a home office has rapidly increased.

*WLB Furniture's* main product line is a workstation (desk) that can be assembled and disassembled, and easily stored under a sofa or bed, reducing clutter in living spaces. The workstations can be customised to suit different requirements, allowing for increased functionality, comfort, and productivity for the user. The wood for these desks is sourced from environmentally friendly and sustainable forestry companies, and is considered a durable material that will give the desks a long lifetime.

Managers at *WLB Furniture* are experiencing difficulties running the business, due to uncertainties caused by constantly changing market factors resulting from the COVID-19 pandemic, as well as different problems that arise in business operations every day.

You may choose EITHER *WLB Furniture* OR a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

(a) (i) State a skill that is important for a business leader or manager to have.

---



---

(ii) Referring to the skill you have identified in (i), explain why leaders or managers should demonstrate this skill.

---



---



---



---



---



---



---



---



---



---

- (iii) Me pēhea tēnei pūkenga ārahi e whakapiki ai i te āheinga o te pakihi ki te kawē i āna mahi i ngā wā o te haurokuroku?

(iii) How would this leadership skill improve the ability of the business to operate in times of uncertainty?

Whai ai a *WLB Furniture* i te anga whakahaere papatahi e poto ai te mekameka whakahaere, e whānui ai hoki te tāwhana whakamatua.

E āhei ana tō whakamahi i a *WLB Furniture RĀNEI*, i tētahi atu pakihi nui RĀNEI (he nui ake i te 20 ōna kaimahi, e hira ana hoki/rānei ki te motu whānui, ki te rohe rānei) kua hōhonu te mātaitia e koe.

- (b) (i) Whakamāramatia te take ka hua ake pea he painga ki te pakihi i tāna hāpai i te anga whakahaere papatahi.

---

---

---

---

---

---

---

---

---

---

- (ii) Whakamāramatia te take ka hua ake pea he raru ki te pakihi i tāna hāpai i te anga whakahaere papatahi, ka raru anō pea te whaihua o āna mahi.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

*WLB Furniture* uses a flat organisational structure with a short chain of command and a wide span of control.

You may choose EITHER *WLB Furniture* OR a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

- (b) (i) Explain why using a flat organisational structure could be an advantage to the business.

---

---

---

---

---

---

---

---

---

---

- (ii) Explain why using a flat organisational structure could be a disadvantage to the business, and how it could restrict the business from operating effectively.

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---

---







E whanokē ana te pīrangitia o ā *WLB Furniture* tēpu teihana mahi. Me te aha, kua uaua ki te whare pūkainga taonga te pupuri i te rahinga tika o ngā taonga hoko e ea ai ngā hiahia o ngā kiritaki i ngā wā katoa. Ka pā atu ēnei raru raukaha ki ngā hunga whaipānga rerekē o te pakihi, tae atu ki:

- ngā kaituku rawa waihanga
- ngā kaimahi
- ngā kiritaki
- te hunga e noho nama atu ana te pakihi nei ki a rātou.

- E whanokē ana te pīrangitia o ā *WLB Furniture* tēpu teihana mahi. Me te aha, kua uaua ki te whare pūkainga taonga te pupuri i te rahinga tika o ngā taonga hoko e ea ai ngā hiahia o ngā kiritaki i ngā wā katoa. Ka pā atu ēnei raru raukaha ki ngā hunga whaipānga rerekē o te pakihi, tae atu ki:
- ngā kaituku rawa waihanga
  - ngā kaimahi
  - ngā kiritaki
  - te hunga e noho nama atu ana te pakihi nei ki a rātou.

E āhei ana tō whakamahi i a *WLB Furniture RĀNEI*, i tētahi atu pakihi nui RĀNEI (he nui ake i te 20 ōna kaimahi, e hira ana hoki/rānei ki te motu whānui, ki te rohe rānei) kua hōhonu te mātaitia e koe.

- (c) (i) Kōwhiria tētahi hunga whaipānga i te rārangi o runga, ka whakamārama ai i te take e toro atu ai pea ngā raru raukaha o te pakihi ki te hunga whaipānga kua kōwhiria e koe.

*WLB Furniture* is experiencing unpredictable levels of demand for its workstation desk. This is creating problems in the warehouse, with keeping stock levels up to ensure that demand can always be met. These capacity issues will impact on many different stakeholders of the business, including:

- suppliers
- employees
- customers
- creditors.

- WLB Furniture* is experiencing unpredictable levels of demand for its workstation desk. This is creating problems in the warehouse, with keeping stock levels up to ensure that demand can always be met. These capacity issues will impact on many different stakeholders of the business, including:
- suppliers
  - employees
  - customers
  - creditors.

You may choose EITHER *WLB Furniture* OR a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

- (c) (i) Select a stakeholder from the list above, and explain why capacity issues with the business can create problems for your chosen stakeholder.

- (ii) Ka pēhea te pānga o ngā raru raukaha o te pakihi ki te hononga i waenga i te hunga whaipānga me taua pakihi?

(ii) How will capacity issues with the business impact on the stakeholder's relationship with that business?

Ko te pūtea tētahi mahere ahumoni e whai taipitopito ana mō te wā kei te heke.

Te ingoa o te pakihi nui: \_\_\_\_\_

Ngā rawa, ngā ratonga rānei ka tukua e ia: \_\_\_\_\_

- (d) (i) Whakamāramatia te wāhi ki te whakaritenga pūtea hei āwhina i ngā whakataunga a te pakihi nei mō te wā poto e heke mai nei.

Because of the uncertain external environment, with rising prices and ongoing capacity issues, businesses need to prepare budget information to aid their decision-making.

A budget is a detailed financial plan for the future.

A budget is a detailed financial plan for the future.

In the box below, enter the details of a large business (more than 20 employees and/or having a national or regional significance) that you have studied in depth. **Do not use *WLB Furniture*.**

Name of the large business: \_\_\_\_\_

Good(s) sold or service(s) provided: \_\_\_\_\_

\_\_\_\_\_

Good(s) sold or service(s) provided: \_\_\_\_\_

(d) (i) Explain why using a budget aids this business in its short-term decision-making.

- (ii) Whakamāramatia te take he tepenga kei roto i te whakaritenga o tētahi pūtea, me ngā raru mauroa ka puta pea mō te pakihi i tēnei āhua.

*Tēnā, hurihia ►*



- (ii) Explain why budgets can be of limited use, and how this limitation could create long-term problems for the business.

*Please turn over ➤*





**He whārangi anō ki te hiahiatia.  
Tuhia te tau tūmahi mēnā e hāngai ana.**

TE TAU  
TŪMAHI

**Extra space if required.**  
**Write the question number(s) if applicable.**

QUESTION  
NUMBER

**He whārangi anō ki te hiahiatia.  
Tuhia te tau tūmahi mēnā e hāngai ana.**

TE TAU  
TŪMAHI

**Extra space if required.**  
**Write the question number(s) if applicable.**

QUESTION  
NUMBER

*English translation of the wording on the front cover*

## Level 2 Business Studies 2022

### 90843M Demonstrate understanding of the internal operations of a large business

Credits: Four

90843M

Achievement	Achievement with Merit	Achievement with Excellence
Demonstrate understanding of the internal operations of a large business.	Demonstrate in-depth understanding of the internal operations of a large business.	Demonstrate comprehensive understanding of the internal operations of a large business.

Check that the National Student Number (NSN) on your admission slip is the same as the number at the top of this page.

**You should attempt ALL parts of the task in this booklet.**

If you need more room for any answer, use the extra space provided at the back of this booklet.

Check that this booklet has pages 2–23 in the correct order and that none of these pages is blank.

Do not write in any cross-hatched area (▨). This area may be cut off when the booklet is marked.

**YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.**