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90843



Draw a cross through the box (☒) if you have NOT written in this booklet



**Mana Tohu Mātauranga o Aotearoa** New Zealand Qualifications Authority

### **Level 2 Business Studies 2023**

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

Credits: Four

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 2–12 in the correct order and that none of these pages is blank.

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

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

#### **TASK**

This task has four parts, (a) to (d). Use the background information below, the supplementary information in the boxes on the following pages, 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**

*Tohunga o waho* (which translates to 'outdoor specialists' in English) is a business that offers educational outdoor experiences in New Zealand. Its mission statement is to provide the best out-of-the-classroom wilderness experiences for school-aged children.

There is a focus on student personal growth and the sustainability of New Zealand's natural resources in its programmes, which is reflected in *Tohunga o waho*'s goals.

*Tohunga o waho* contracts its services to a range of primary and secondary schools throughout New Zealand, with regional offices in Auckland, Wellington, and Christchurch.

Management have recently completed a variance analysis and identified some unfavourable variances. An extract of this analysis is shown in the table below.

	Budget	Actual	Variance
Fuel costs	\$10,000	\$11,500	\$(1,150)
Staff costs	\$20,000	\$22,500	\$(2,500)
Equipment repairs	\$5,000	\$6,200	\$(1,200)

You may choose EITHER *Tohunga o waho* OR a large business (more than 20 employees and/or with a national or regional significance) operating in New Zealand that you have studied in depth.

(a) (i)	(i)	Explain why using variance analysis could be an advantage to the business.

Using a speci to ensure that	fic example, t it remains p	how could a profitable?	business cor	rect an unfavo	ourable varian	ce in

#### **DEFINITION**

(b)

**Rangatiratanga** refers to the exercise of leadership, authority, guardianship, and ownership rights – particularly focused on resource production, utilisation, and management for current and future requirements. This includes strategic development and oversight, relationship development and maintenance, problem-solving, conflict resolution and peace-making, adaptation, risk analysis, and management.

The personal growth of future leaders (rangatira) is a key aspect of *Tohunga o waho*'s wilderness experience. The students are taught about different leadership styles, and are provided opportunities to practise and reflect on being effective leaders in a variety of activities. As the experience continues, the staff model a more 'hands-off / laissez-faire' leadership style to encourage the students to take more ownership of the experience.

You may choose EITHER *Tohunga o waho* OR a large business (more than 20 employees and/or with a national or regional significance) operating in New Zealand that you have studied in depth.

Discuss the effectiveness of the use of different leadership styles when developing future

lead	ers.
(i)	Explain why it might be appropriate for a business to adopt a laissez-faire leadership style to promote the personal growth of future leaders.
(ii)	Explain why this type of leadership style might be inappropriate to develop future leaders, and how this could lead to poor decision-making.

Referring to th whether one ty	e business and <sup>r</sup> pe of leadership	TWO element style would l	ts of the defin	iition of rangati ctive than anot	ratanga, justi her.

Policies and procedures are vital for keeping a business running in a safe and orderly manner.

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

		the large business:sold or service(s) provided:
(c)	(i)	Explain ONE policy that your chosen business has in place to maintain the health and safety of employees.

Explain ONE he protect custome	ealth and safety proers. How would the	ocedure that you	our chosen bus npacted if this	iness has in place procedure is not f

#### **DEFINITION**

(d)

**Pūtake** refers to the origin, or reason for being. Every business has a reason for being. Many Māori businesses exist for the same reason as other businesses – that is, they are there to provide goods or services at a profit and to enrich the business owner(s). A significant number, however, have very different reasons for being. Such businesses emphasise communal and social responsibilities, which may not be a priority for mainstream businesses.

*Tohunga o waho* is struggling with a limited supply of experienced staff. The business is reaching its capacity in terms of staff-to-student ratios. Management would like to allow more students on each experience without increasing staff numbers. There is a conflict with meeting the increasing capacity and ensuring staff well-being, while also maintaining standards and staying true to its pūtake of providing the best out-of-the-classroom wilderness experience.

You may choose EITHER *Tohunga o waho* OR a large business (more than 20 employees and/or with a national or regional significance) operating in New Zealand that you have studied in depth.

Discuss the importance of a business being socially responsible, as well as being economically

sust	ainable.
(i)	Using a specific example, explain why it is in the best interests of the business to be socially responsible.
(ii)	Explain why being socially responsible could be a disadvantage, and how this disadvantage might impact the future of the business.

Justify, with TWC responsible and or your answer.	reasons, wheth economically su	ner it is import stainable. You	ant for the bu	siness to be bo to the concept	th socially of pūtake

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