

See back cover for an English translation of this cover

2

90843M



**NZQA**

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

## Mātauranga Pakihi, Kaupae 2, 2015

### 90843M Te whakaatu i te māramatanga ki ngā whakahaere ā-roto o tētahi pakihī nui

2.00 i te ahiahi o te Rātū, te 1 o Hakihea, 2015  
Whiwhinga: E whā

Paetae	Kaiaka	Kairangi
Te whakaatu i te māramatanga ki ngā whakahaere ā-roto o tētahi pakihī nui.	Te whakaatu i te māramatanga hōhonu ki ngā whakahaere ā-roto o tētahi pakihī nui.	Te whakaatu i te matatau ki ngā whakahaere ā-roto o tētahi pakihī nui.

Tirohia mēnā e rite ana te Tau Ākongā ā-Motu (NSN) kei runga i tō puka whakauru ki te tau kei runga i tēnei whārangi.

**Me whakamātau koe i ngā tūmahi KATOA kei roto i tēnei pukapuka.**

Kōrerohia ngā mātauranga pakihī e hāngai ana me ngā ariā pakihī Māori, tētahi rānei o ēnei, i roto i ō tuhinga.

Mēnā ka hiahia wāhi atu anō mō ō tuhinga, whakamahia ngā whārangi wātea kei muri o tēnei pukapuka.

Tirohia mēnā 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.

**ME HOATU RAWA KOE I TĒNEI PUKAPUKA KI TE KAIWHAKAHAERE Ā TE MUTUNGA O TE WHAKAMĀTAUTAU.**

TE TAPEKE

MĀ TE KAIMĀKA ANAKE

**Ngā pārongo whakamahuki**

E hāngai ana te wāhanga (a) o Te Tūmahi Tuatahi, te wāhanga (b) o Te Tūmahi Tuarua me Te Tūmahi Tuatoru ki a *ABC Sports Ltd*, ki tētahi pakihi nui nō Aotearoa e waihanga ana i ngā rawa kirikiti. E 42 ā rātou kaimahi kei tō rātou whare whakanao i Ahuriri. Kua tekau tau te kamupene e hoko ana i ā rātou rawa ki ētahi kaituku, ki ngā toa hokohoko anō hoki puta noa i Aotearoa. E whakahaerehia ana te kamupene e tōna Tumu Whakarae, e George Tag, e whakaarotia ana he rangatira whaihua tonu.

**TE TŪMAHI TUATAHI: TE KAIĀRAHITANGA**

- (a) Āta whakamāramatia te mahi me ngā pūkenga o George Tag hei Tumu Whakarae mō *ABC Sports*.

I tō tuhinga:

- whakamāramatia te mahi a George Tag hei Tumu Whakarae
- āta whakamāramatia ngā pūkenga e RUA ka whakaatuhia pea e George Tag, hei rangatira whaihua.

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(b) Kōrerohia tētahi momo kaiārahitanga mō tētahi pakihi nui (neke atu i te 20 āna kaimahi, e hiranga ana hoki i te motu, i te rohe rānei, tētahi pakihi rānei kei a ia aua āhutatanga e rua) kua ākona e koe.

I tō tuhinga:

- whakamāramatia ngā āhutatanga o tēnei momo kaiārahitanga
- āta whakamāramatia te pānga a tēnei momo kaiārahitanga ki ngā kaimahi a te pakihi kua whiriwhirihia e koe
- taunakihia ki ngā take e RUA te whaihua o taua momo kaiārahitanga ki te pakihi kua whiriwhirihia e koe.

Te ingoa o te pakihi	
He rawa i hokona, he ratonga rānei i tukuna	
Te momo kaiārahitanga	

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**He wāhi anō mō tō tuhinga mō tēnei tūmahi kei te whārangi e whai ake nei.**

(b) Discuss a leadership style for a large business (more than 20 employees and/or with a national or regional significance) you have studied.

ASSESSOR'S  
USE ONLY

In your answer:

- explain the characteristics of this leadership style
- fully explain the impact of this leadership style on the employees of your chosen business
- justify, with TWO reasons, the effectiveness of this leadership style for your chosen business.

Business name	
Good(s) sold or service(s) provided	
Leadership style	

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# TE TŪMAHI TUARUA: NGĀ KAUPAPA HERE ME NGĀ TIKANGA WHAKAHAERE

E tino whaitake ana ngā kaupapa here me ngā tikanga whakahaere ki ngā pakihi nui, neke atu i te 20 āna kaimahi.

(a) Kōrerohia te take me whai kaupapa here, tikanga whakahaere hoki me te hiranga o aua mea ki tētahi pakihi nui, neke atu i te 20 āna kaimahi.

I tō tuhinga:

- whakamāramatia te whaitake o ngā kaupapa here me ngā tikanga whakahaere ki tētahi whakahaere nui
- āta whakamāramatia ngā putanga e RUA o te korenga o tētahi pakihi nui e whai kaupapa here, e whai tikanga whakahaere hoki, ka nui ake ana i te 20 āna kaimahi.

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## QUESTION TWO: POLICIES AND PROCEDURES

ASSESSOR'S  
USE ONLY

Policies and procedures are particularly important for large businesses employing more than 20 employees.

- (a) Discuss the need for, and importance of, policies and procedures for a large business when employing more than 20 employees.

In your answer:

- explain the importance of policies and procedures for a large organisation
- fully explain TWO consequences of a large business **not** having policies and procedures when it employs more than 20 people.

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*ABC Sports* is having difficulty controlling the manufacturing costs of its cricket products. George Tag has asked his production manager to improve cost control. He wants *ABC Sports* to introduce better policies and procedures to control manufacturing costs. George has several ideas to control costs, including the use of a monthly variance analysis.

- (b) Discuss TWO policies and/or procedures *ABC Sports* could introduce to control its manufacturing costs.

In your answer:

- explain TWO policies and/or procedures *ABC Sports* could implement to control manufacturing costs
- fully explain how each policy and/or procedure would help *ABC Sports* to control manufacturing costs
- justify, with TWO reasons, which policy and/or procedure would be more effective for *ABC Sports* to control manufacturing costs.

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TE TŪMAHI TUATORU: NGĀ TUKANGA WHAKANAO

Whāia ai e ABC Sports ngā tikanga whakanao rawa tini hei whakanao i ā rātou taputapu kirikiti. E eke ana ngā mahi whakanao i te whare whakanao ki te 60 ōrau o te taumata e taea ana e taua whare i tēnei wā.

(a) Kōrerohia ngā painga e RUA ki a ABC Sports o te whai i ngā tikanga whakanao rawa tini.

I tō tuhinga:

- whakamāramatia te āhua o tā ABC Sports whai i ngā tikanga whakanao rawa tini hei whakanao i ngā taputapu kirikiti
- āta whakamāramatia ngā painga e RUA ki a ABC Sports ka puta i tāna whai i ngā tikanga whakanao rawa tini.

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### QUESTION THREE: PRODUCTION PROCESS

ASSESSOR'S  
USE ONLY

*ABC Sports* uses flow production methods to produce their cricket equipment. The factory is currently operating at 60% of capacity.

(a) Discuss TWO benefits to *ABC Sports* of using flow production methods.

In your answer:

- explain how *ABC Sports* uses flow production to produce cricket equipment
- fully explain TWO benefits to *ABC Sports* of using flow production methods.

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E hiahia ana a George Tag ki tētahi huarahi whakanao ngāwari ake. E mōhio ana ia, kāore ngā tikanga whakanao o nāianei e whakaea ana i ngā hiahia o ā rātou kiritaki. He rite tonu te rerekē haere o ngā hiahia me ngā whāinga a ngā kiritaki, ā, kua tohua e te rangahau tauhokohoko, e pai ake ana ki ngā kaituku rawa ngā tono taputapu kirikiti iti iho. Waihoki, nā ngā hangarau hou, pērā i te huarahi whakairoiro ā-ipurangi, e taea ai e ngā kiritaki te waihanga ā rātou ake taputapu kirikiti. Ka whāia e ngā kiritaki tētahi tukanga waihanga i tāna e pai ai kua āta raupapatia, ka tīpako i te tae me ngā hanga i ngā kōwhiringa, ka āpiti tohu ai, ka āpiti ai hoki i ā rātou ake kupu hei waihanga i ā rātou ake taputapu kirikiti ahurei.

(b) Kōrerohia tētahi tikanga whakanao rerekē ka taea e *ABC Sports* te whai e pai ake ai tāna whakaea i ngā hiahia o ana kiritaki.

I tō tuhinga:

- tautohua, whakamāramatia hoki tētahi tikanga whakanao rerekē ka taea e *ABC Sports* te whai
- āta whakamāramatia TĒTAHI putanga o taua tikanga whakanao ki ngā kaimahi a *ABC Sports*
- taunakihia ki ngā take e RUA, ngā take e tika ake ai taua tikanga whakanao i te whakanao rawa tini ki a *ABC Sports*.

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**He wāhi anō mō tō tuhinga mō tēnei tūmahi kei te whārangi e whai ake nei.**





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*English translation of the wording on the front cover*

## **Level 2 Business Studies, 2015**

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

2.00 p.m. Tuesday 1 December 2015  
Credits: Four

**90843M**

<b>Achievement</b>	<b>Achievement with Merit</b>	<b>Achievement with Excellence</b>
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 the questions in this booklet.**

Refer to relevant business knowledge and/or Māori business concepts in your answers.

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.

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