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90843M



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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

Tick this box if there is no writing in this booklet

Mātauranga Pakihi, Kaupae 2, 2020

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

9.30 i te ata o Paraire, te 4 o Tīhema, 2020
Ngā whiwhinga: E whā

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

Tirohia kia kitea ai 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 wāhanga KATOĀ o te tūmahi kei roto i tēnei pukapuka.

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

Tirohia kia kitea ai e tika ana te raupapatanga o ngā whārangi 2–21 kei roto i tēnei pukapuka, ka mutu, kāore tētahi o aua whārangi i te takoto kau.

HOATU TE PUKAPUKA NEI KI TE KAIWHAKAHAERE Ā TE MUTUNGA O TE WHAKAMĀTAUTAU.

TE TAPEKE

MĀ TE KAIMĀKA ANAKE

TE TŪMAHI

E whā ngā wāhanga o tēnei tūmahi, ko te (a) ki te (d). Whakamahia ngā kōrero whakamahuki kei raro nei, ngā kōrero āpiti kei ērā atu o ngā pouaka me tōu mātauranga pakihī hei whakatutuki i tēnei tūmahi. E āhei ana tō whakauru i ngā ariā pakihī Māori e hāngai ana, ki tō tuinga.

Me pānui koe i ngā pārongo kei roto i ngā rauemi kei ngā pouaka KATOIA i mua i te tīmatanga o te tūmahi.

He whakahaere ‘ako ki te kauhoe’ a *Swim 4 Skills School (S4SS)*, e whā ōna pekanga puta noa i te rohe whānui o Ōtepoti. Ko tō rātou pūtaka, kia whakawāteahia ngā huarahi ki ngā tamariki kura tuatahi ki te ako i ngā pūkenga kia haumaruru i te wai, i roto i tētahi wāhi e manaakihia ai rātou. Ka tutuki tēnei mā te kuhu ki ngā kura tuatahi i te wāhanga tuatahi me te wāhanga tuawhā, mā te whakamahi hoki i te puna kauhoe o te kura mō ngā akoranga i te taha o ngā rōpū ākongā iti. Rere anake ai ā rātou mahi i ngā hāora ā-kura.

He tari tō *S4SS* kei te pokapū o Ōtepoti, e whakahaerehia ai ngā whakaritenga o te pakihī e ngā kaimahi ukiuki. He kaiwhakahaere harangote tō ia pekanga, ko tāna mahi matua he whakahaere i ngā kaitohutohu kauhoe e mahi ai ki roto i ngā kura kei te rohe o tō rātou pekanga. Tukua ai te mahi kimi kaitohutohu kauhoe ki tētahi whakahaere kimi kaimahi, heoi e āhei ana tā ia kaiwhakahaere ā-pekanga whakatau ko tēhea ka whai mahi.

Nā ngā here o te wā me te wāhi e wātea ana mō ngā akoranga, kei runga i ngā kaiwhakahaere ā-pekanga te taumahatanga kia ekea te taumata e āhei ana, mā te whai kia kī ngā akoranga kauhoe katoa.

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.

Swim 4 Skills School (S4SS) is a 'learn to swim' organisation with four branches across the wider Dunedin area. Their pūtake is to provide primary-aged children with opportunities to learn water-safety skills within a caring and nurturing learning environment. They do this by going into primary schools in terms 1 and 4, and using the school pool for lessons with small groups of students. They operate during school hours only.

S4SS has an office in the centre of Dunedin, where full-time staff manage the operations of the business. Each branch has a part-time manager, whose main role is to manage the swim instructors who work in the schools within their branch's region. Recruitment of the swim instructors is outsourced to a recruitment agency, although each branch manager can make the final decision on who is hired.

With limited time and space available for the lessons, pressure is on the branch managers to maximise capacity by ensuring all swim classes are full.

HE WHAKAMĀRAMA KUPU

E kōrero ana te **pūtake** mō te toi, mō te take e tū nei ngā mea katoa i te ao. He pūtake tō ia pakihi e tū ai rātou. He rite te pūtake e tū ai ngā pakihi Māori maha ki tō ētahi atu pakihi – arā, i whakatūria hei tuku rawa, hei tuku ratonga rānei e hoki mai ai he hua moni, e whai rawa ai te/ngā rangatira o te pakihi. Heoi, he rerekē rawa atu ngā pūtake o tētahi wāhanga nui o ngā pakihi e tū nei rātou. Arotahitia ai e aua pakihi ngā haepapa ā-takitini, ā-pāpori hoki, kāore pea e mātāmua ana ki ngā pakihi auraki.

E āhei ana tō kōwhiri i a **S4SS RĀNEI**, i tētahi pakihi nui **RĀNEI** (he nui ake i te 20 ōna kaimahi, ā, e whai take ana hoki/rānei ki te hapori pātata, ki te hapori whānui rānei) kua hōhonu te rangahaua e koe.

- (a) Āta whakamāramatia mēnā ko te whai kia eke te raukaha o te pakihi ki tōna taumata teitei katoa te huarahi pai katoa mō tētahi pakihi e whai ana kia tutuki tana pūtake.

I ō tuhinga:

- whakamāramatia te kupu ‘raukaha’ mā te whakamahi i tētahi tauira mai i te pakihi i kōwhiria ai e koe
- kōrerotia te pūtake o te pakihi, āta whakamāramatia hoki **TĒTAHI** take e tautoko ana me **TĒTAHI** take e whakahē ana i te whai a te pakihi kia eke tana raukaha ki te taumata teitei katoa.

DEFINITION

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.

You may choose EITHER S4SS OR a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

(a) Fully explain whether operating at maximum capacity is in the best interest of a business trying to achieve its pūtake.

In your answer:

- using an example from your chosen business, explain the term ‘capacity’
- with reference to the pūtake of the business, fully explain ONE reason for and ONE reason against the business operating at maximum capacity.

He kaitohutohu mō te kauhoe haumarū o *S4SS* e ihupuku ana, engari kua whai tohu rātou, e oke ana i runga i te pukumahi i a rātou ka mahi ki *S4SS* i te wā hoki e whai tonu ana rātou i ō rātou tohu mātauranga i te whare wānanga.

Ko tētahi mahi matua a ngā kaiwhakahaere ā-pekanga, ko te āta whai kia tōtōpū te whakangungua o ō rātou kaitohutohu kauhoe, kia mātua whai tohu hoki ērā, ā, e mahia ana tā rātou mahi kia hāngai ki ngā whakaahuatanga ā-tūranga. Ko tētahi atu mahi matua, ko te whai i te kaupapa here me ngā tukanga mō ngā amuamu ka ara ana tētahi take e pā ana ki tētahi o ō rātou kaimahi.

E āhei ana tō kōwhiri i a *S4SS RĀNEI*, i tētahi pakihi nui *RĀNEI* (he nui ake i te 20 ōna kaimahi, ā, e whai take ana hoki/rānei ki te hapori pātata, ki te hapori whānui rānei) kua hōhonu te rangahaua e koe.

(b) Matapakihia te tāera ārahi e tika katoa ana me whai e ngā kaiwhakahaere i a rātou e mahi tahi ana me ngā kaimahi ihupuku.

I ō tuhinga:

- whakamāramatia tētahi tāera ārahi hei whai pea mā tētahi kaiwhakahaere i te taha o ngā kaimahi ihupuku
- āta whakamāramatia *TĒTAHI* huanga me *TĒTAHI* mate o te tāera ārahi kua marohitia e koe e pā ana ki te mahi a ngā kaimahi
- whakatakotohia ngā take e *RUA* hei parahau ake ko te tāera ārahi kua marohitia e koe te tāera tika katoa hei whakatau i ngā kaimahi ihupuku i te horopaki o te pakihi.

S4SS has inexperienced, but qualified, swim safety instructors, who are juggling busy schedules as they balance working at S4SS and continuing their education at university. A key role for the branch managers is to ensure that their swimming instructors are fully trained and certified, and that they carry out their job in line with their job descriptions. Another key role is to follow the complaints policy and procedures when there is an issue with one of their staff.

You may choose EITHER S4SS OR a large business (more than 20 employees and/or with a national or regional significance) that you have studied in depth.

(b) Discuss the most appropriate leadership style that managers should adopt when dealing with inexperienced employees.

In your answer:

- explain a leadership style that a manager could adopt with inexperienced employees
- fully explain ONE advantage and ONE disadvantage of your suggested leadership style regarding the performance of the employees
- justify, with TWO reasons, whether your suggested leadership style is the most appropriate for dealing with inexperienced employees in the business context.

Kāore he pūtea ā ētahi mātua hei utu i ngā akoranga kauhoe e tūmataiti ana, ā, ka tuku takoha ētahi whakahaere o te rohe pātata ki ngā kura e pātata ana, e whai wāhi ai aua tamariki ki te hōtaka kauhoe haumarū. Whāia ai tēnei tauira o te haepapa ā-pāpori o te rangatōpū e ngā pakihi maha nō te rohe pātata.

I te wāhanga (c), me whakamahi koe i tētahi pakihi nui (he nui ake i te 20 ōna kaimahi, ā, e whai take ana hoki/rānei i te motu whānui, i te rohe rānei) kua hōhonu te rangahaua e koe.

Te ingoa o te pakihi nui:	
He rawa, he ratonga hoki/rānei ka tukua:	

(c) Āta whakamāramatia ngā painga ka puta pea ki te pakihi i tāna whai i te haepapa ā-pāpori o te rangatōpū i roto i tana hapori.

I ō tuhinga:

- whakamāramatia te kīanga 'haepapa ā-pāpori o te rangatōpū' mā te whakamahi i tētahi tauira mai i te pakihi i kōwhiria ai e koe
- āta whakamāramatia ngā painga e RUA ka puta pea ki te pakihi i tāna whai i te haepapa ā-pāpori o te rangatōpū i roto i tana hapori.

Some parents cannot afford private swimming lessons, and local organisations sponsor nearby schools to allow these children to participate in the swim safety programme. This example of corporate social responsibility is practised by many local businesses.

For part (c), you must use a large business (more than 20 employees, and/or having a national or regional significance) that you have studied in depth.

Name of large business:	
Goods and/or services provided:	

(c) Fully explain the benefits the business may gain from practising corporate social responsibility within its community.

In your answer:

- using an example from your chosen business, explain the term 'corporate social responsibility'
- fully explain TWO benefits that the business may gain from practising corporate social responsibility within its community.

E whakaaro ana a S4SS ki te whakaū i tana hanganga ā-whakahaere e whaihua ai te whakawhiti kōrero me te whakaputa whakatau. E whakamahia ana te tauira o Shamrock i tēnei wā, engari e ngāwari ana ngā whakaaro o ngā kaiwhakahaere ki ētahi kōwhiringa kē atu.

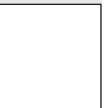
E āhei ana tō kōwhiri i a S4SS RĀNEI, i tētahi pakihī nui RĀNEI (he nui ake i te 20 ōna kaimahi, ā, e whai take ana hoki/rānei ki te motu whānui, ki te rohe rānei) kua hōhonu te rangahaua e koe.

(d) Matapakihia tētahi hanganga ā-whakahaere mō te pakihī e whakatenatenahia ai te whakawhitinga kōrero me te whakaputanga whakatau e whaihua ana.

I ō tuhinga:

- tautuhia tētahi hanganga ā-whakahaere e wātea ana, ā, whakamāramatia ōna āhuatanga e RUA e pā ana ki te pakihī
- āta whakamāramatia TĒTAHI huanga me TĒTAHI mate ka puta pea ki te pakihī i taua hanganga ā-whakahaere
- whakatakotohia ngā take e RUA hei parahau ake i te hāngai ake o taua hanganga ā-whakahaere ki te pakihī, tēnā i tō tētahi atu hanganga ā-whakahaere e tutuki ai te whakawhitinga kōrero me te whakaputanga whakatau e whaihua ana.

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English translation of the wording on the front cover

Level 2 Business Studies 2020

90843 Demonstrate understanding of the internal operations of a large business

9.30 a.m. Friday 4 December 2020
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 2–21 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.