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Tick this box if you  
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## Level 2 Business Studies 2022

### 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 may 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 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.

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

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*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.

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- (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.

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*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.

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

QUESTION  
NUMBER

**90843**

Lined writing area for answers.