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90845M



908455



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

**90845M Te whakahāngai mōhiotanga ā-pakihi ki
tētahi/ētahi raruraru nui e pā ana ki tētahi horopaki
ka whakatakotoria, i te pakihi nui**

Ngā whiwhinga: E whā

Paetae	Kaiaka	Kairangi
Te whakahāngai mōhiotanga ā-pakihi ki tētahi/ētahi raruraru nui e pā ana ki tētahi horopaki ka whakatakotoria, i te pakihi nui.	Te whakahāngai mōhiotanga ā-pakihi ki tētahi/ētahi raruraru nui e pā ana ki tētahi horopaki ka whakatakotoria, i te pakihi nui, kia hōhonu.	Te whakahāngai mōhiotanga ā-pakihi ki tētahi/ētahi raruraru nui e pā ana ki tētahi horopaki ka whakatakotoria, i te 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/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 kei ngā Rauemi A ki te C i raro nei, 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.

TE RAUEMI A: He mātautanga

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 pīrangiri 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 kiia ana aua rawa he rawa mauroa e roa ai te oranga o ngā tēpu.

TE RAUEMI B: Te korenga o ngā tono i tutuki

Kāore e pahawa ana i te hangarau e whakamahia ana e *WLB Furniture* hei pūnaha hoko i te ipurangi te pikinga o te tapeke o ngā tono mō ana teihana mahi; nā konā kua puta ētahi hapa i te taenga o ngā tono ki te pakihi me te haringa atu o ngā teihana ki te kiritaki. He maha ngā pātai me ngā amuamu a ngā kiritaki kua tau atu ki te tīma ratonga kiritaki, nā te korenga i ētahi wā o ngā pūmanawa rorohiko e whakamahi rā a *WLB Furniture* e kōrero tahi ki ngā pūmanawa rorohiko e whakamahia ana e ngā kiritaki. E whai ake nei ngā amuamu e rite tonu ana te puta ake.

- Ka tonoa ana he taonga i te ipurangi, kāore he karere whakaū i te tono, ā, i ōna wā anō, he karere whakamōhio hapa te mea ka puta ake.
- Tērā ētahi tono e tae hapa ana, e ngaro ana rānei ētahi o ngā taipitopito.
- E pōturi ana te haria o ētahi o ngā teihana mahi kua oti, arā, kua whā ki te ono wiki te roa atu i te wā o te tono, ahakoa kotahi wiki noa te roa i oatihia i ngā kōrero whakatairanga a *WLB Furniture*.

Nā ēnei raru, kua matekiri te tokomaha o ngā kiritaki o *WLB Furniture* e whai ana ki te whakarite i ō rātou wāhi mahi i te kāinga, ka mutu, tērā ētahi e whakakore ana i ā rātou tono, e huri ana ki kaituku rerekē. E mōhio ana ngā kaiwhakahaere o *WLB Furniture* ki te korenga o ngā tono e tau tika atu i ōna wā, me tō rātou mōhio anō me āta kimi rongoā mō tēnei raru.

TE RAUEMI C: He ahunga rerekē

I te hui wīkēne ā-tau a te tumu whakahaere, kua arotake ngā kaiwhakahaere matua o *WLB Furniture* i tō rātou ahunga rautaki. E whakaae ana te nuinga ki te tika o tā te pakihi neke atu i ngā taonga hoko e nui ake ana te utu, e hāngai ana ki tēnā, ki tēnā momo kiritaki, e mauroa ana hoki, ki ngā teihana mahi 'kotahi te hanga mā te katoa', he mea hangā ki ngā rawa waihanga e iti iho ana te utu. Kua pēnei e pai ai tā te pakihi urupare ki te pikinga o te pīrangitia o ngā teihana mahi, te haurokuroku o te utu me te wātea o ngā rawa waihanga, ā, i tōna tikanga, ka nui ake ngā monihua. I te rongohanga o tēnei ahunga rerekē, kua matekiri ngā kaiārahi i ngā kāhui mahi i te korenga o rātou i whai wāhi ki te wānanga i aua panonitanga, mātua rā te huringa o te aronga, atu i te kounga ki te monihua.

TASK

This task has four parts, (a) to (d). Use the information from Resources A to C, and your business knowledge, to complete each part. You may integrate any relevant Māori business concepts into your answers.

RESOURCE A: Case study

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 the increase 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 users. 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.

RESOURCE B: Orders not getting through

The technology *WLB Furniture* uses for its online ordering system is not coping with the increased number of orders for its workstations, and this has been causing errors in receiving orders and in deliveries. The customer service team has received numerous queries and complaints from customers, as the software used by *WLB Furniture* is not always compatible with the software being used by customers. The following are common complaints.

- When ordering online, there has been no confirmation of orders going through, and sometimes an error message is received.
- Some orders received are incorrect or have some information missing.
- Deliveries of finished workstations have been very slow, taking four to six weeks from date of order, compared to the one week promised in *WLB Furniture*'s advertising.

These issues are causing frustration for many *WLB Furniture* customers wishing to develop their workspaces at home, some of whom are now cancelling their orders and looking for alternative suppliers. Managers at *WLB Furniture* are aware that orders are not getting through reliably, and that they need to commit time to resolving this problem.

RESOURCE C: A change in direction

Over its annual leadership weekend retreat, *WLB Furniture*'s senior managers have been reviewing their strategic direction. There is general agreement that the business needs to move its product range away from the more expensive, customised, and durable workstations to a 'one size fits all' workstation that is made from cheaper materials. This is so that the business can cope with increased demand for workstations and uncertainty around the cost and availability of materials, which should lead to greater profits. Upon learning about this change in direction, the department heads are unhappy about not being consulted over these changes, particularly as the focus seems to have shifted away from quality, towards higher profit.

- (iii) Parahautia, ki ngā take E RUA, te take e whaihua ake ai te whakatinanatanga o tētahi o ēnei rongoā ki a *WLB Furniture* i tērā atu.

- (iii) Justify, with TWO reasons, why one solution would be more effective for *WLB Furniture* to implement than the other.

A set of values that constitutes a uniquely Māori approach to doing business. It specifically incorporates Māori diversity, kinship and relationships, and guardianship, and therefore does not focus solely on producing a profit for the owners/ shareholders.

A month later, the department head resigns from *WLB Furniture*.

Kua tīmata ngā kaiwhakahaere matua o *WLB Furniture* ki te rapu i tētahi kaiārahi hou mō te kāhui hoahoa taonga ā-whare. E rua ā rātou kōwhiringa:

1. Ko te whakapiki i tētahi kaimahi nō roto tonu i te kāhui.
2. Ko te kimi i tētahi kaiārahi hou nō waho i te pakihi.

- Kua tīmata ngā kaiwhakahaere matua o *WLB Furniture* ki te rapu i tētahi kaiārahi hou mō te kāhui hoahoa taonga ā-whare. E rua ā rātou kōwhiringa:
1. Ko te whakapiki i tētahi kaimahi nō roto tonu i te kāhui.
 2. Ko te kimi i tētahi kaiārahi hou nō waho i te pakihi.

(d) Matapakina ngā kōwhiringa kimi kaimahi E RUA ka wātea ki a *WLB Furniture* i a ia e ngana ana ki te whakaheke i te pānga o te wehenga o tētahi o ana kaimahi, otirā, me te hāpai anō i ētahi tikanga hou i *WLB Furniture*.

(i) Me pēhea e whakamōkitohia ai e tēnā, e tēnā kōwhiringa te pānga o te wehenga o tētahi kaimahi tāpua?

(ii) Whakamāramatia te āhua o tā ia kōwhiringa hāpai i te angitu o te whakatinanahanga o te panonitanga ki ngā tikanga.

Senior managers at *WLB Furniture* begin the search for a new department head. They have two options:

1. Promote a staff member from within the department.
2. Recruit a new department head from outside the business.

- Senior managers at *WLB Furniture* begin the search for a new department head. They have two options:
1. Promote a staff member from within the department.
 2. Recruit a new department head from outside the business.

(d) Discuss the TWO recruitment options available to *WLB Furniture* as it attempts to minimise the impact of losing a key staff member while ensuring that any new tikanga at *WLB Furniture* is honoured.

(i) Why would each option minimise the impact of losing a key staff member?

(ii) Explain how each option would be successful in implementing a change in tikanga.

- (iii) Parahautia, ki ngā take E RUA, te take e whaihua ake ai tētahi kōwhiringa i tētahi atu ki te whakatinana i te panonitanga o ngā tikanga ki *WLB Furniture*.

- (iii) Justify, with TWO reasons, why one option would be more effective than the other in honouring a change in tikanga at *WLB Furniture*.

**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
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Write the question number(s) if applicable.

QUESTION
NUMBER

English translation of the wording on the front cover

Level 2 Business Studies 2022

90845M Apply business knowledge to a critical problem(s) in a given large business context

Credits: Four

90845M

Achievement	Achievement with Merit	Achievement with Excellence
Apply business knowledge to a critical problem(s) in a given large business context.	Apply in-depth business knowledge to a critical problem(s) in a given large business context.	Apply comprehensive business knowledge to a critical problem(s) in a given large business context.

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.