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

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Mana Tohu Mātauranga o Aotearoa
 New Zealand Qualifications Authority

Level 2 Business Studies 2025

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 the margins (// // // //). 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 answers.

You should read the resource information in ALL of the boxes before beginning the task.

Background information

Kōwhai Grove is an orchard in the Bay of Plenty that grows organic avocados and citrus fruits. Recently, *Kōwhai Grove* introduced drone technology to monitor crop health and improve operational efficiency. The drones are equipped with advanced sensors that can detect signs of disease, water stress, and nutrient deficiencies, allowing the orchard to respond quickly to potential crop losses. By investing in drone technology, *Kōwhai Grove* is expecting to hire fewer seasonal workers this season.

To be considered an organic grower of avocados and citrus fruits in New Zealand, *Kōwhai Grove* needs to produce crops using certain biological growing practices and standards. As *Kōwhai Grove* produces organic crops, it can demand a premium price for its products in comparison to regular crops.

Kōwhai Grove took the time to implement business operations to ensure their neighbours' privacy was protected. Recognising that the drones' high-resolution images could occasionally capture neighbouring properties, they introduced strict policies and procedures to address this concern. This included informing neighbours about the drone usage, setting clear boundaries for data collection, and promptly deleting any non-orchard data captured. To support this business operation, *Kōwhai Grove* invested in additional equipment and software, enabling them to review and delete captured data immediately.

You may choose EITHER *Kōwhai Grove* 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) Using an example, explain the difference between policies and procedures.

- (ii) Using an example, explain why it is important to implement policies and procedures, and how this could positively impact a business.

The recruitment and retention of quality seasonal workers who are both experienced and efficient can be difficult. A number of factors can influence a seasonal worker's decision to return for another season (or not). How the workers are treated and the leadership styles they experience on the job are significant factors contributing to that decision.

You may choose EITHER *Kōwhai Grove* 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.

- (b) (i) Identify a leadership style and explain why it could be an advantage to a business.

- (ii) Why could this leadership style be a disadvantage to a business, and how might this have an impact on employee motivation?

- (iii) Referring to brand reputation and maintaining standards, justify whether the leadership style identified on page 4 would be more appropriate for the business than another leadership style.

Kōwhai Grove sells and transports its products to local supermarkets. The owners are considering renovating a vacant building that is onsite into a small retail store and information centre. The retail store would sell the orchard's products, and the information centre would provide an experience for customers to understand the production process.

You may choose EITHER *Kōwhai Grove* 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.

- (d) (i) Using a specific example, explain an advantage of using parts of a business that are under-used.

- (ii) Explain why operating at capacity could be a disadvantage and how this could negatively impact the business.

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

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