



**‘2017 Examination Package’ -
Trial Examination 1 of 7**

STUDENT NUMBER

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BUSINESS MANAGEMENT
Units 3 & 4 – Written examination
(TSSM’s 2010 trial exam updated for the current study design)

Reading time: 15 minutes
 Writing time: 2 hours

QUESTION AND ANSWER BOOK

Structure of book

<i>Section</i>	<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
Section A	4	4	50
Section B	1	1	25
			Total 75

- Students are permitted to bring into the examination room: pens, pencils, highlighters, erasers, sharpeners and rulers.
 - Students are NOT permitted to bring into the examination room: blank sheets of paper and/or white out/liquid tape.
 - No calculator is allowed in this examination.
- Materials supplied**
- Question and answer book of 19 pages.
- Instructions**
- Print your name in the space provided on the top of this page.
 - All written responses must be in English.

Students are NOT permitted to bring mobile phones and/or any other unauthorised electronic devices into the examination room.

SECTION A

Instructions

Answer **all** questions in the spaces provided.

Question 1 (18 marks)

Poseidon Pty. Ltd. is an Australian software company founded in 2003 by two young aspiring university graduates and enjoying enormous worldwide success with offices in Melbourne, Sydney, San Francisco and Amsterdam. Boasting over 15,000 customers in more than 130 countries and a turnover in the millions, it has developed a number of dynamic products on the market including an enterprise wiki. The company has never shipped physical products as all sales have been completed online and the software is downloaded straight from Poseidon’s website. Still owned by the two original founders Poseidon Pty. Ltd. is all about legendary customer service, giving back to the community (employees have 5 paid days a year to work on the charity of their choice) and is continuing to grow at a fast pace despite the global financial crisis.

- a. Define the term public listed company.

1 mark

- b. Explain why the percentage of market share is important to a business like Poseidon Pty. Ltd.

2 marks

SECTION A – Question 1 - continued

- c. The two founders of Poseidon Pty. Ltd. have decided that the best type of management style to use in their highly successful and growing company is the consultative style. Outline **two** key features of this management style.

2 marks

- d. Compare this management style with the participative style of management. In your answer include at least **one** disadvantage of both management styles.

SECTION A – Question 1 - continued
TURN OVER

b. Describe operations as an area of management responsibility at a business like Samson’s Supermarket.

2 marks

c. Analyse **two** major differences **either** in the process stage or in the output stage of the operations system of Samson’s Supermarket chain, in comparison to one of its canned food producers like Golden Circle.

SECTION A – Question 2 - continued
TURN OVER

4 marks

e. Provide **one** example of how Samson’s Supermarkets could demonstrate their commitment to corporate social responsibility.

2 marks

Question 3 (6 marks)

Describe the grievance procedure a business may need to implement as a result of a dispute between management and employees.

**SECTION A – Question 3 - continued
TURN OVER**

SECTION B – Case study

Instructions for Section B

Use the case study provided to answer the questions in this section. Answers must apply to the case study. Answer all questions in the spaces provided.

Question 1

Smats Ltd is a business that downsized in 2016 to cope with poor financial results over the past two years. 2017 is looking to be a more positive year and the Human Resource Manager Mike Smith is busy preparing a workforce plan to identify areas where training is needed so productivity can be improved to improve financial performance.

Recent staff surveys indicate morale is low and that the culture is not positive, after the large number of redundancies last year.

- a. Define redundancy as a form of termination of staff.

2 marks

SECTION B – Question 1 - continued
TURN OVER

b. Describe one other form of termination of staff from a business.

2 marks

c. Describe how a business can support those employees made redundant.

BUSMAN EXAM

5 marks

END OF QUESTION AND ANSWER BOOK

