

# Victorian Certificate of Education 2021

SUPERVISOR TO ATTACH PROCESSING LABEL HE	RE

					Letter
STUDENT NUMBER					

# **BUSINESS MANAGEMENT**

# Written examination

Wednesday 3 November 2021

Reading time: 3.00 pm to 3.15 pm (15 minutes) Writing time: 3.15 pm to 5.15 pm (2 hours)

## **QUESTION AND ANSWER BOOK**

#### Structure of book

Section	Number of questions	Number of questions to be answered	Number of marks
A	5	5	50
В	6	6	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 correction fluid/tape.
- No calculator is allowed in this examination.

#### Materials supplied

- Question and answer book of 24 pages
- Additional space is available at the end of the book if you need extra space to complete an answer.

#### **Instructions**

- Write your **student number** in the space provided above on 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.

2 marks

## **SECTION A**

Instru	ctions	for	Section A	١

Answer all questions in the spaces provided.

Fran is the newly appointed manager of an Australian software business. The business is a public listed company working towards the achievement of its business objectives.

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estion 2 (10) Explain the	ne importance of leadership in successful business change management.	4 mai

b.

npact on business change.				

BUSMAN EXAM	6
Question 3 (10 marks)	
	a business is usually very different from the real corporate culture.'
Explain the difference between on an agement strategies for development.	fficial corporate culture and real corporate culture. Propose and justify <b>two</b> oping a corporate culture that promotes the achievement of business objectives.

2021 BUSMAN EXAM

WC	estion 4 (15 marks) TY Cleaning Services provides cleaning and maintenance services for homes and businesses. The iness operates 30 branches across Australia.	
a.	Outline the three key elements of the operations system. Apply <b>one</b> of these elements to WCTY Cleaning Services.	4 marks
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2021 BUSMAN EXAM

b.

Explain how WCTY Cleaning Services could improve the efficiency of its operations system through the adoption of technological developments.	3 marks
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BUSN	MAN EXAM 10	
<b>:</b> .	Describe how <b>one</b> of the following strategies could be used at WCTY Cleaning Services to ensure that materials are managed efficiently:	
	• forecasting	
	• Just In Time	3 mark

d.

	estion 5 (9 marks)  x is the manager of a large gaming store. The business sells games for gaming consoles.	
Alex imp	x has recently been informed that the store has been sold to a multinational chain. As changes are lemented, approximately 20% of all staff will need to be retrenched. Alex is concerned that some eholder groups will resist the changes. He has noticed that employees seem to be lacking motivation e the announcement of the sale of the business.	
a.	Identify <b>one</b> stakeholder group that might resist these changes at the gaming store. Describe <b>one</b> low-risk strategy that could be used to overcome resistance to the changes from this stakeholder group.	4 marks

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<b>b.</b>	Define the term 'motivation'.	2 marks
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<b>C.</b>	Propose and justify <b>one</b> strategy that Alex could use to increase employee motivation at the gaming store.	3 marks
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### **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.

## Case study

Rabwood Mutual is a financial services firm that was established as a partnership 10 years ago. The head office is in Geelong. The business also has three smaller branches in Ballarat, Bendigo and Warrnambool.

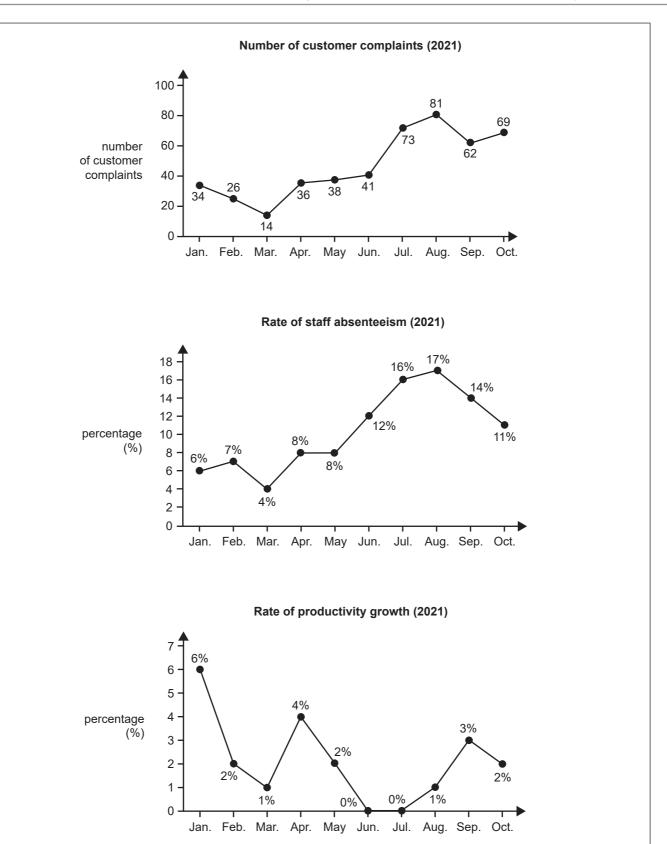
#### Map of Victoria showing the offices of Rabwood Mutual



During 2020 the business went through a period of restructure. As part of this restructure, the human resources department was expanded and a data analyst was recruited. The data analyst is responsible for monitoring the key performance indicators (KPIs) of the business.

Early in 2021 the business implemented a new program that required all employees to complete five days of on-the-job training each year. The business is also using redeployment in all its Victorian locations whenever staff shortages are experienced. Employees are expected to move between the four branches in regional Victoria. For example, several employees from the Warrnambool branch have been redeployed to Geelong following the unexpected resignation of three members of staff.

In late 2021, the human resources manager presented the three graphs on page 15 to the partners of the business. The partners have expressed some concern about the data shown in the graphs.



BUSMAN EXAM	16
Question 1 (2 marks)	
Define what is meant by the 'rate	e of staff absenteeism?
Define what is meant by the Tat	e of staff absenteershif.
the number of customer complain	

Question 3 (4 marks)
Describe <b>one</b> advantage and <b>one</b> disadvantage of on-the-job training as a strategy for improving the effectiveness of employees.

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BUSMAN EXAM	18
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Question 4 (4 marks)	
With reference to the situation at F	Rabwood Mutual, compare resignation and dismissal as forms of termination.

Question 5 (6 marks)
Explain how <b>two</b> of the following management strategies might be used to respond to the data that is shown in the
case study:
<ul><li>increased investment in technology</li><li>cost cutting</li></ul>
4
<ul><li>change in management skills</li><li>redeployment of capital resources</li></ul>
redeployment of capital resources

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21 BUSMAN EXAM	22
Extra space for responses	
Clearly number all responses in this space.	

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