



Victorian Certificate of Education 2013

SUPERVISOR TO ATTACH PROCESSING LABEL HERE

STUDENT NUMBER

Letter

Figures

Words

--

BUSINESS MANAGEMENT

Written examination

Thursday 14 November 2013

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

<i>Number of questions</i>	<i>Number of questions to be answered</i>	<i>Number of marks</i>
6	6	65

- Students are to write in blue or black pen.
- 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 18 pages.
- Additional space is available at the end of the book if you need extra paper 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.

Instructions

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

Question 1 (8 marks)

- a. Identify **two** characteristics of large-scale organisations.

2 marks

NO WRITING ALLOWED IN THIS AREA

Question 1 – continued

- b. Outline **two** positive and **two** negative contributions that large-scale organisations make to the Australian economy.

4 marks

Question 1 – continued
TURN OVER

NO WRITING ALLOWED IN THIS AREA

- c. Stakeholders may place competing demands on large-scale organisations.
Explain why this may occur.

2 marks

NO WRITING ALLOWED IN THIS AREA

NO WRITING ALLOWED IN THIS AREA

4 marks

[illegible]

c. Compare the centralised and decentralised approaches to employee relations.

4 marks

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

- 6 marks

[illegible]

NO WRITING ALLOWED IN THIS AREA

Question 3 (19 marks)

Alice Smith has read the biographies of many great business leaders. She would like to follow in the footsteps of these successful leaders. Alice has just taken over as the CEO of The Traveller's Helpmate, a business that publishes print and online travel guides. Her observation is that her staff are professional, highly educated and independent. In private conversations, some staff have said that they felt underappreciated by the previous CEO as positive feedback was rarely provided.

- a. Define the following leadership qualities that Alice will need in order to be an effective leader. 3 marks

- interpersonal _____

- informational _____

- decision-making _____

6 marks

[illegible]

Describe **two** driving forces for change and analyse their impacts on the internal environment of a large-scale organisation that you have studied this year.

[illegible]

NO WRITING ALLOWED IN THIS AREA

Explain how Kotter's theory of change management can be used to support the ethical and socially responsible management of change.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NO WRITING ALLOWED IN THIS AREA

With reference to management practices and processes that are associated with each phase of the employment cycle, discuss

- how the management role of planning could be used in the establishment phase
- how performance indicators could be used in the maintenance phase
- how the choice of management style could impact on the termination phase.

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

NO WRITING ALLOWED IN THIS AREA

[illegible][illegible]

Clearly number all responses in this space.

[illegible]

TURN OVER

NO WRITING ALLOWED IN THIS AREA

NO WRITING ALLOWED IN THIS AREA

A script book is available from the supervisor if you need extra paper to complete your answer. Please ensure you write your **student number** in the space provided on the front cover of the script book. **At the end of the examination, place the script book inside the front cover of this question and answer book.**