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90837M



908375



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

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## Mātauranga Pakihi, Kaupae 1, 2021

### 90837M Te whakaatu māramatanga ki ngā āhuatanga ā-roto o tētahi pakihi iti

Ngā whiwhinga: E whā

Paetae	Kaiaka	Kairangi
Te whakaatu māramatanga ki ngā āhuatanga ā-roto o tētahi pakihi iti.	Te whakaatu i te māramatanga, e whai taipitopito ana, ki ngā āhuatanga ā-roto o tētahi pakihi iti.	Te whakaatu i te tōtōpū o te māramatanga ki ngā āhuatanga ā-roto o tētahi pakihi iti.

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 tūmahi KATOAA kei roto i tēnei pukapuka.**

Kōrerohia ngā mātauranga pakihi e hāngai ana me ngā ariā pakihi Māori, tētahi rānei o ēnei, i roto i ō tuhinga.

Mēnā ka hiahia whārangi atu anō 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 wāhanga e kitea ai te kauruku whakahāngai (✗). Ka tapahia pea taua wāhanga i te wā e mākahia ana te pukapuka.

**HOATU TE PUKAPUKA NEI KI TE KAIWHAKAHAERE HEI TE MUTUNGA O TE WHAKAMĀTAUTAU.**

## He pārongo hei horopaki

He toa mō ngā āhuatanga reti-huka a *Ski Explore* nā te kaipakihi takitahi, nā Ryan. Kei Ohakune, i Aotearoa a *Ski Explore*, he wāhi tērā e paingia ana hei wāhi reti-huka i te takurua. Hokona ai e *Ski Explore* ngā papa reti me ētahi atu taputapu reti-huka, tae atu ki ngā kākahu me ngā tautara. Nā konei, he nui ake ngā hokonga a *Ski Explore* i ngā marama o te takurua, tēnā i te raumati. Nā te mea he rakahinonga ia, e whai ana a Ryan kia kitea he ara auaha e riro mai ai he moni whiwhi i te roanga o te tau, mā te whakamahi i ana rawa o te wā nei. E mea ana ia ki te tautohu i ētahi atu o ngā hiahia o ana kirihoko me te rapu huarahi e ea ai aua hiahia i te roanga o te tau.

Kua kite a Ryan, e tupu haere ana te tokomaha o ngā kaihōpara me ngā kaieke paihikara e haere ana i ngā ara hīkoi me ngā ara paihikara i te takiwā o Ohakune i te raumati. E hiahia ana ia kia whai painga i tēnei mahi. Ka whakatau a Ryan ki te panoni i te ingoa o *Ski Explore* ki a *Explore More*, ka whakawhānui ai i ana taonga kia uru mai ai ngā taputapu mō te hōpara me te eke paihikara. He whāinga hoki tā Ryan kia whakaritea he hāereere ā-hōpara, ā-paihikara hoki hei whakatairanga i ngā whenua whakamīharo o Aotearoa i runga i te whakaaro ki te toitū ā-taiao, e wātea ai ki ngā kaitāpoi nō uta, nō tāwāhi anō hoki ngā tirohanga whenua me ngā tūmahi pai katoa e tata ana ki Ohakune.



I muri i te panonitanga o te ingoa o te pakihi i a *Ski Explore* ki a *Explore More*, e mōhio ana a Ryan me mātua hoko e ia te maha o ngā rawa hou e whānui ake ai ngā kākahu mō waho me ngā tautara i *Explore More* e wātea ana ki ngā kirihoko hou e whāia ana e ia.

- (ii) Matapakitia TĒTAHI painga me TĒTAHI mate o te puna pūtea mō te wā poto i tautohua rā e koe.

After changing the name of the business from *Ski Explore* to *Explore More*, Ryan knows that he needs to purchase a significant amount of new inventory to enable *Explore More* to offer a wider range of outdoor clothing and accessories to his new target market.

## TE TŪMAHI TUARUA: Ngā hononga i waenga i te kaituku mahi me te kaimahi

Ka tīmata tā Ryan whakatinana i tana whāinga kia whakaritea he hāereere ā-hōpara, ā-paihikara hoki mā te tuku mahi ki ngā kaimahi e rua.



Ko Holly te kaiārahi hāereere ā-hōpara. Kua roa a Holly e ngākaunui ana ki ngā maunga me ngā ngahere o Aotearoa. Neke atu ana i te tekau tau te roa ōna e ārahi ana i ngā hāereere ā-hōpara, puta noa i Aotearoa, i Ahitereiria me Nēpara.



Ko Dan te kaiārahi hāereere ā-paihikara. I whānau a Dan, i whakapakeketia hoki ia ki Ohakune. Nā te mātauranga ā-rohe me ngā wheako kua whai rā ia i tana pakeke haere i te rohe, e whai tikanga nei tana ārahi i ngā hāereere ā-paihikara.

Te mātāpuna o ngā whakaahua: <https://www.freepik.com/free-photos-vectors/face>

E mōhio ana a Ryan e angitu ai tana pakihi, e whakahirahira ana tana whakarite i ngā hononga whai hua i waenga i te kaituku mahi me te kaimahi hei hono i a rātou ko Dan, ko Holly.

- (a) (i) He aha te tikanga o te kōrero nei: 'kia whai hua ngā hononga i waenga i te kaituku mahi me te kaimahi'?

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- (ii) Whakamāramatia, mā te whakatakoto i ngā take E RUA, mā te whakatakoto tauira anō hoki, te/ngā take e whakahirahira ana tā Ryan whakarite, tāna whakaū hoki i ngā hononga whai hua i waenga i te kaituku mahi me te kaimahi.

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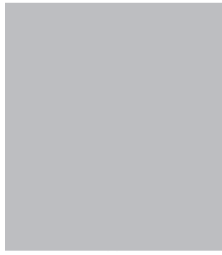
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## QUESTION TWO: Employer-employee relationships

Ryan begins to implement his vision of offering tramping and cycling tours by hiring two employees.



Holly is the tramping tour guide. Holly has a long-standing love affair with New Zealand mountains and bush. She has more than ten years' experience of guiding tramping tours throughout New Zealand, Australia, and Nepal.



Dan is the cycling tour guide. Dan was born and raised in Ohakune. The local knowledge and experience he has gained from growing up in the area qualifies him well for running the cycling tours.

Source of images: <https://www.freepik.com/free-photos-vectors/face>

Ryan knows that if his business is to be successful, it is important that he establishes effective employer-employee relationships with Dan and Holly.

- (a) (i) What is the meaning of the term 'effective employer-employee relationships'?

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- (ii) Explain, with TWO reasons, and by using examples, why it is important for Ryan to establish and maintain effective employer-employee relationships.

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- (iii) Ka pēhea te pānga o ngā hononga whai hua i waenga i te kaituku mahi me te kaimahi ki a *Explore More*?



(iii) What impact would effective employer-employee relationships have on *Explore More*?

- (b) Whakaurua ngā taipitopito o tētahi pakihi iti kua rangahaua e koe (kāore e nui ake ana i te 20 ōna kaimahi, ā, e whai take ana hoki/rānei ki te hapori pātata, ki te hapori whānui rānei) ki te pouaka kei raro nei.

Te ingoa o te pakihi iti: \_\_\_\_\_

He rawa ka hokona, he ratonga rānei ka tukuna: \_\_\_\_\_

- (i) Tautohua ngā āhuatanga e RUA o te tū hei kaituku mahi pai mō tēnei pakihi iti.

Te āhuatanga (1): \_\_\_\_\_

\_\_\_\_\_

Te āhuatanga (2): \_\_\_\_\_

\_\_\_\_\_

- (ii) Whakamāramatia te take e whakaatu ana ia āhuatanga i te tūnga o tēnei pakihi hei kaituku mahi pai.

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- (b) In the box below, enter the details of a small business (maximum 20 workers and/or with local or community significance) that you have studied.

Name of the small business: \_\_\_\_\_

Good(s) sold or service(s) provided: \_\_\_\_\_

- (i) Identify TWO features of being a good employer for this small business.

Feature (1): \_\_\_\_\_

\_\_\_\_\_

Feature (2): \_\_\_\_\_

\_\_\_\_\_

- (ii) Explain why each feature shows that this business is a good employer.

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Kua toru tau ināianeī a *Explore More* e whakahaerehia ana i runga i te angitu, ā, nō nā tata nei a Ryan i tonoa ai kia tū hei kaikōrero ki te kura tuarua o te rohe. I pātai tētahi tauira, he aha e pēnei rawa nei te angitu o *Explore More*.

I whakautu a Ryan, ko tētahi āhuatanga matua, ko te kore i noho o te whai hua-pakihi anake tana whāinga pakihi. I tukuna e ia ngā take e whai ake nei hei take e angitu nei ia:

- ko te whai kia kairangi ngā rawa me ngā ratonga ka tukuna e ia
- ko te haepapa ā-hapori o te tū
- ko te whai hononga e whai hua ana i waenga i te kaituku mahi me te kaimahi.

Ryan replied that a key factor is not making profit his only business objective. He gave the following reasons for his success:

- (a) (i) Define the term 'business objective'.

- (ii) Explain TWO reasons why business objectives are important to *Explore More*.

Me SMART rawa ngā whāinga ā-pakihi – arā, me whāiti (S), me taea te ine (M), me rarawe (A), me hāngai (R), me arotau hoki te wā (T). Mā te whakatutuki i ngā whāinga e SMART ana e āwhina ki te ārahi i te pakihi ki te pae o angitu.



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Business objectives should be SMART – specific, measurable, attainable, relevant, and timely. Implementing SMART objectives helps to steer a business towards success.

- ☐ Striving for excellence with goods and services
- ☐ Social responsibility
- ☐ Effective employer-employee relationships

Business Studies 90837M, 2021





**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  
TŪMAHI

**Extra space if required.**  
**Write the question number(s) if applicable.**

QUESTION  
NUMBER

*English translation of the wording on the front cover*

## **Level 1 Business Studies 2021**

### **90837M Demonstrate an understanding of internal features of a small business**

Credits: Four

<b>Achievement</b>	<b>Achievement with Merit</b>	<b>Achievement with Excellence</b>
Demonstrate an understanding of internal features of a small business.	Demonstrate a detailed understanding of internal features of a small business.	Demonstrate a comprehensive understanding of internal features of a small 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 the questions in this booklet.**

Refer to relevant business knowledge and/or Māori business concepts in your answers.

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.**

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