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SUPERVISOR'S USE ONLY

90845



## Level 2 Business Studies, 2012

# 90845 Apply business knowledge to a critical problem(s) in a given large business context

2.00 pm Friday 30 November 2012 Credits: Four

Achievement	Achievement with Merit	Achievement with Excellence
Apply business knowledge to a critical problem(s) in a given large business context.	Apply in-depth business knowledge to a critical problem(s) in a given large business context.	Apply comprehensive business knowledge to a critical problem(s) in a given large business context.

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.

Pull out Resource Booklet 90845R from the centre of 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 2–8 in the correct order and that none of these pages is blank.

YOU MUST HAND THIS BOOKLET TO THE SUPERVISOR AT THE END OF THE EXAMINATION.

TOTAL

You are advised to spend 60 minutes answering the questions in this booklet.

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Use the information in Resource Booklet 90845R, and your business knowledge, to answer each question.

#### QUESTION ONE: A TECHNOLOGY PROBLEM - MOBILE COMMERCE

Со	Commerce Bank has problems with its mobile technology.				
a)	Explain why customers may prefer to use their mobile phone for banking services.				
b)	Discuss the causes of the technology problem that <i>Commerce Bank</i> faces. In your answer, you should:				
	<ul> <li>describe TWO factors that have caused the technological problem</li> </ul>				
	<ul> <li>fully explain how each factor has contributed to the problem.</li> </ul>				

טאכ (b).	uss solutions for Commerce Bank that would address the causes you wrote about in part	4
	our answer, you should:	
, ,	explain TWO appropriate solutions	
,	fully explain how each solution would deal with the causes	
	justify, with reasons, why one solution would be better than the other, to solve the	
	problem.	

#### **QUESTION TWO: FRAUD AND DISHONESTY**

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Commerce Bank has recently had to deal with an employee over fraud and dishonesty charges. (a) Explain why it is important for an organisation to have strict policies and procedures. (b) Discuss the issues leading to the fraud and dishonesty problem that Commerce Bank had to deal with. In your answer, you should: describe TWO factors that have caused the fraud and dishonesty problem fully explain how each factor has contributed to the problem.

our answer, you should:	
explain TWO appropriate solutions	
fully explain how each solution would deal with the causes justify, with reasons, why one solution would be better than the other, to solve the	
problem.	

### QUESTION THREE: A HUMAN RESOURCE PROBLEM - LOSS OF KEY PERSONNEL

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_	mmerce Bank has no defined ethical standards for its employees.
	Explain the <b>importance</b> of key personnel in any organisation.
	Discuss the reasons for the loss of key personnel at <i>Commerce Bank</i> .  In your answer, you should:  describe TWO factors that have caused the human resource problem  fully explain how each factor has contributed to this problem.

اد (b).	uss solutions for Commerce Bank that would address the causes you wrote about in part	
	our answer, you should:	
,	explain TWO appropriate solutions	
,	fully explain how each solution would deal with the causes	
,	justify, with reasons, why one solution would be better than the other, to solve the	
	problem.	
		+

QUESTION NUMBER

Extra space Write the question nu	-	e.

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