



National  
Qualifications  
2023

X810/77/21

## Business Management Questions

TUESDAY, 16 MAY

9:00 AM – 11:45 AM

---

**Total marks — 80**

**SECTION 1 — 40 marks**

Attempt ALL questions

**SECTION 2 — 40 marks**

Attempt ALL questions

It is recommended that you spend 15 minutes reading over the information provided in the Case Study before responding to the questions.

Write your answers clearly in the answer booklet provided. In the answer booklet, you must clearly identify the question number you are attempting.

Use **blue or black ink**.

Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not, you may lose all the marks for this paper.



\* X 8 1 0 7 7 2 1 \*

**SECTION 1 — 40 marks**

Read ALL the information in the Case Study and attempt ALL the questions.

The following questions are based on ALL the information provided and on knowledge and understanding you have gained whilst studying the Course.

1. Discuss the possible impact of a ‘robot tax’ in the European Union (EU). 4
2. Explain the impact of Bosch’s change management strategy on its employees. 8
3. Describe how Industry 4.0 might affect Bosch’s performance data, shown in **Exhibit 2**. 6
4. Evaluate the effectiveness of using joint venture agreements in China for enabling Bosch’s growth. 6
5. Explore the importance to the ASEAN member countries of their relationship with Bosch. 8
6. Analyse Bosch’s plan to fully suspend its operations in Russia. (Your response must include a force field diagram.) 8

**SECTION 2 — 40 marks****Attempt ALL questions**

- |   |    |
|---|----|
| 7. Explore the theories of the classical school of management and the human relations school of management.   | 10 |
| <br>  |    |
| 8. (a) Describe Mintzberg's roles of a manager.   | 4  |
| (b) Explain the impact on stakeholders of an organisation's corporate social responsibility (CSR) activities. | 6  |
| <br>  |    |
| 9. Describe the measures an organisation could take to avoid discrimination in the workplace.                 | 10 |
| <br>  |    |
| 10. (a) Discuss the use of transfer pricing by a multinational organisation.                                  | 6  |
| (b) Other than transfer pricing, describe the ways a multinational organisation may exploit a host country.   | 4  |

**[END OF QUESTION PAPER]**

[BLANK PAGE]

**DO NOT WRITE ON THIS PAGE**