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School code

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School name

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Given name/s

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Family name

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Attach your
barcode ID label here

Book

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of

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books used

External assessment 2021

Question and response book

Business

Time allowed

- Planning time — 15 minutes
- Working time — 120 minutes

General instructions

- Answer all questions in this question and response book.
- Write using black or blue pen.
- Respond in paragraphs consisting of full sentences.
- Planning paper will not be marked.

Section 1 (15 marks)

- 4 short response questions

Section 2 (20 marks)

- 1 extended response question



DO NOT WRITE ON THIS PAGE
THIS PAGE WILL NOT BE MARKED

Section 1

Instructions

- If you need more space for a response, use the additional pages at the back of this book.
 - On the additional pages, write the question number you are responding to.
 - Cancel any incorrect response by ruling a single diagonal line through your work.
 - Write the page number of your alternative/additional response, i.e. See page ...
 - If you do not do this, your original response will be marked.
 - This section has four questions and is worth 15 marks.
-

QUESTION 1 (4 marks)

Identify two different management styles and explain how each style can act as an internal driver of change.

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QUESTION 2 (3 marks)

Using an example, describe one operating environmental factor that could influence a business manager to initiate change.

QUESTION 3 (3 marks)

Use Case study 1 (Stimulus 1–3 in the stimulus book) to identify and explain one circumstance in which a consultant and/or professional service could assist this surfboard business.

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QUESTION 4 (5 marks)

Use Case study 1 to analyse two forces for and two forces against change to the manufacturing operations of the surfboard business.

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END OF PAPER

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ADDITIONAL PAGE FOR STUDENT RESPONSES

Write the question number you are responding to.

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