



HIGHER SCHOOL CERTIFICATE EXAMINATION

1997

INDUSTRY STUDIES

2 UNIT

SECTION I—CORE
(70 Marks)

*Total time allowed for Sections I and II—One hour and a half
(Plus 5 minutes reading time)*

DIRECTIONS TO CANDIDATES

- Write your Student Number, Centre Number, and the Strand you have studied at the top of pages 5, 9, and 11.
- Attempt ALL questions.
- Questions 1–15: Mark your answers in pencil on the Answer Sheet provided.
- Questions 16–20: Answer the questions in the spaces provided in this paper.
- Board-approved calculators may be used.

MULTIPLE-CHOICE QUESTIONS

Questions 1 to 15 are worth 1 mark each.

Select the alternative A, B, C, or D that best answers the question.

Mark your answers in pencil on the Answer Sheet provided.

1. Which of the following describes a partnership? An organisation
 - (A) in which the customers are jointly liable for its debts.
 - (B) managed by the government and listed on the stock exchange.
 - (C) in which the owners are jointly liable for its debts.
 - (D) in which the customers are entitled to a share of the profits.

2. Sam is responsible for the repair and maintenance of computers in a workplace. Sam's function in the workplace is best described as
 - (A) stock handling.
 - (B) production.
 - (C) personnel.
 - (D) technical.

3. An organisation undertakes a study of all the resources consumed and pollutants created in the production and sale of an electrical appliance. This study is called a
 - (A) strengths, weaknesses, opportunities, and threats (SWOT) analysis.
 - (B) cradle to grave analysis.
 - (C) business plan.
 - (D) marketing plan.

4. A double-glazed wall is constructed to minimise noise pollution. The construction of the wall is an example of a strategy to
 - (A) control pollution.
 - (B) measure sustainable development.
 - (C) control hazardous substances.
 - (D) measure pollution.

5. The order a grievance procedure would typically follow is
 - (A) mediation, arbitration, conciliation.
 - (B) arbitration, conciliation, collective bargaining.
 - (C) mediation, conciliation, arbitration.
 - (D) collective bargaining, arbitration, conciliation.

6. The relocation of computer monitors to avoid glare is a remedy for which of the following workplace hazards?
- (A) Biological
 - (B) Radiation
 - (C) Ergonomic
 - (D) Psychological
7. Which of the following is a legally formed Occupational, Health and Safety (OHS) Committee?
- (A) Four elected employee representatives and two employer appointed representatives.
 - (B) Three elected employee representatives and five employer appointed representatives.
 - (C) Two representatives from management, one union official, and a WorkCover representative.
 - (D) Two representatives from an employer association, one union official, and a WorkCover representative.
8. Rajiv has been appointed manager of the company he joined in 1982 as an entry-level worker. Rajiv's career path movement could be best described as
- (A) vertical.
 - (B) horizontal.
 - (C) diagonal.
 - (D) broadbanding.
9. Which of the following is an example of shadow work?
- (A) Delivering meals to old people
 - (B) Working in a charity soup kitchen in your lunch time
 - (C) Paying the electricity bill in your lunch time
 - (D) Selling raffle tickets for a charity on the weekend
10. Three of the principles of Total Quality Management are
- (A) technology, quality of process, product and service.
 - (B) product and service, quality of process, and people.
 - (C) people, technology, and product and service.
 - (D) people, technology, and quality of process.
11. Enterprise agreements relate to
- (A) wages only.
 - (B) salaries only.
 - (C) either wages or salaries.
 - (D) casual and part-time wages only.

USE THE TEXT BELOW TO ANSWER QUESTIONS 12 AND 13.

A group of farmers growing a specific crop in a district decide it would be more economical to combine and sell all the farmers' produce in bulk to the markets. The profits could then be distributed equally to all farmers in the organisation.

12. The organisation set up by the farmers is best described as a

- (A) public company.
- (B) public authority.
- (C) cooperative.
- (D) private company.

13. Purchasing the truck that transports the produce to the market would be an example of

- (A) diversification.
- (B) horizontal integration.
- (C) vertical integration.
- (D) horizontal diversification.

14.

<i>Stage of production</i>	<i>Value of inputs</i>	<i>Market value of output</i>
I		\$40
II	\$30	X
III	\$50	\$120
IV	\$60	Y

The values of X and Y are

- (A) X = \$70, Y = \$160
- (B) X = \$70, Y = \$180
- (C) X = \$110, Y = \$160
- (D) X = \$110, Y = \$180

15. Public sector organisations must prepare Equal Employment Opportunity plans for which of the following groups?

- (A) Female employees
- (B) Male employees under the age of 21
- (C) Employees over the age of 60
- (D) Homosexual employees

FOCUS INDUSTRY STRANDMetal and
Engineering☐

Retail

☐

Hospitality

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INDUSTRY STUDIES
2 UNIT—SECTION I****CENTRE NUMBER****SHORT-RESPONSE QUESTIONS**

Attempt ALL questions.

QUESTION 16. (9 marks)

- (a) As the manager of a small firm in your focus industry, identify and describe **THREE** strategies to expand your business.

(i)

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(ii)

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(iii)

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- (b) Choose **ONE** of the strategies outlined above. Name this strategy, and explain how its adoption will enable the firm to expand.

Strategy

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Explanation

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QUESTION 17. (8 marks)

- (a) Define the term 'mission statement'.

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- (b) Explain the purpose of formulating a mission statement for an enterprise.

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- (c) Discuss the role of the mission statement in the creation of a corporate image or profile.

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QUESTION 18. (6 marks)

- (a) Choose a product or service from an enterprise in your focus industry.

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- (b) Identify a market for the enterprise's product or service.

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- (c) Outline TWO strategies that will help sell the product or service.

- (i)

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- (ii)

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FOCUS INDUSTRY STRAND

Metal and Engineering

Retail

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EXTENDED-RESPONSE QUESTIONS

Attempt BOTH questions.

QUESTION 19. (16 marks)

In the 1960s many workers were assigned one task only in the workplace. In the 1990s employers have modified traditional patterns of recruitment, training, and work practices.

Discuss the role of multiskilling in your focus industry. Your answer should include:

- a definition of the term multiskilling;
- types of multiskilling in the focus industry;
- the effects of multiskilling on both the employer and the employee.

[illegible]

QUESTION 19. (Continued)

[illegible]

FOCUS INDUSTRY STRAND

Metal and Engineering

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Retail

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CENTRE NUMBER

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QUESTION 20. (16 marks)

The following two discrimination cases have been filed against a large Australian company, Mitchell's Ltd.

- | | |
|--------|--|
| CASE 1 | A male and female were the final two applicants for a managerial position. The female was appointed as she was twelve years younger than the male. |
| CASE 2 | Two female workers were laid off because they were unable to reach an emergency stop button. |

Mitchell's lost both cases, forcing the organisation to re-evaluate its employment policy.

Write a report for Mitchell's to assist them in the development of a new employment policy. In your report include:

- an outline of the reasons why Mitchell's lost each case;
- an outline of the principles of anti-discrimination and EEO legislation in the workplace;
- a discussion of the benefits for the employer of complying with this legislation.

[illegible]

QUESTION 20. (Continued)

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