



HIGHER SCHOOL CERTIFICATE EXAMINATION

1998

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, 7 and 9.
- Attempt ALL questions.
- Questions 1–15: Complete your answers in blue or black pen, or 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.

Complete your answers in blue or black pen, or in pencil on the Answer Sheet provided.

1. Tam purchases the right to use a company's name, product and infrastructure. Tam is best described as a
 - (A) partner.
 - (B) franchisee.
 - (C) direct seller.
 - (D) cooperative member.

2. Casino Pty Ltd undertook a SWOT analysis and found that its equipment did not operate as efficiently as a competitor's. This is an example of an
 - (A) external strength.
 - (B) internal weakness.
 - (C) external opportunity.
 - (D) internal threat.

3. Employer associations are most commonly concerned with
 - (A) providing members with trade and commercial advice.
 - (B) pursuing workers compensation entitlements.
 - (C) protecting members from discrimination and harassment.
 - (D) maintaining Occupational Health and Safety standards.

4. The NSW Produce Group has recently become incorporated. The Group may now be described as a
 - (A) public authority.
 - (B) cooperative.
 - (C) company.
 - (D) partnership.

5. The main purpose of a duty statement is to describe
 - (A) the work an employee is to perform.
 - (B) the employee's responsibilities under the Occupational Health and Safety Act.
 - (C) the employee's work roster for the coming month.
 - (D) the employer's responsibilities to the employee.

6. An organisation that aims to sell its product to young males is targeting
- (A) a mass market.
 - (B) a market.
 - (C) a socio-economic market.
 - (D) a market segment.
7. Which of the following normally characterise the impact of new technology in the workplace?
- (A) High implementation cost and reduced demand for staff training
 - (B) Low implementation cost and reduced demand for staff training
 - (C) High implementation cost and increased demand for staff training
 - (D) Low implementation cost and increased demand for staff training
8. Kim is injured in a workplace accident. She wishes to return to work but is unable to carry out her normal duties. In this situation, her employer is obliged to offer her access to
- (A) redundancy.
 - (B) retrenchment.
 - (C) rehabilitation.
 - (D) retirement.
9. The concept of training employees to work across occupational boundaries is best described as
- (A) horizontal multiskilling.
 - (B) on-the-job training.
 - (C) diagonal multiskilling.
 - (D) off-the-job training.
10. Reg works for a charity four hours a day. He is paid a daily rate which includes a percentage for sick leave. This form of work would be best described as
- (A) part-time work.
 - (B) voluntary work.
 - (C) casual work.
 - (D) shadow work.

11. The term 'value added' may best be described as
- (A) the cost of a firm's inputs plus the market value of its outputs.
 - (B) the market value of a firm's output less the value of inputs it has purchased from others.
 - (C) the market value of a firm's output plus the value of inputs it has purchased from others.
 - (D) the market value of a firm's resources less the value of inputs it has purchased from others.
12. Which of the following workplace hazards could best be described as a psychological hazard?
- (A) Shiftwork, threat of danger, and vibration
 - (B) Shiftwork, threat of danger, and legionnaire's disease
 - (C) Shiftwork, fumes, and vibration
 - (D) Shiftwork, threat of danger, and dealing with the public
13. A customer complains to an employee that an emergency exit is blocked by garbage bins. Who has responsibility for ensuring the exit is clear?
- (A) the employer
 - (B) the customer
 - (C) a Workcover representative
 - (D) an Occupational Health and Safety officer
14. An allowance may be paid to employees to
- (A) increase productivity in the workplace.
 - (B) reimburse costs related to work.
 - (C) reduce the amount of hours worked.
 - (D) increase the amount of job-sharing.
15. *Connexions Enterprises* wishes to expand its business interests by investing in another business unrelated to its present activity. This form of expansion is an example of
- (A) vertical integration.
 - (B) corporatisation.
 - (C) horizontal integration.
 - (D) diversification.

FOCUS INDUSTRY STRAND**Metal and
Engineering**☐**Retail**☐**Hospitality**☐**STUDENT NUMBER****1998****HIGHER SCHOOL CERTIFICATE EXAMINATION****INDUSTRY STUDIES****2 UNIT—SECTION I****CENTRE NUMBER**

SHORT-RESPONSE QUESTIONS

Attempt ALL questions.

QUESTION 16. (7 marks)

Bellbird Pty Ltd is an enterprise with the following characteristics:

- (i) a workforce that currently delivers an efficient service but is unwilling to change work practices;
- (ii) an information technology unit that consistently requires an expanded budget in an attempt to ensure the firm runs efficiently.

- (a) Identify each characteristic of Bellbird Pty Ltd as being either a **STRENGTH**, **WEAKNESS**, **OPPORTUNITY** or **THREAT**.

Characteristic (i)

Characteristic (ii)

- (b) Give an explanation for your decision.

Characteristic (i)

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Characteristic (ii)

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.....

- (c) What form of business ownership is Bellbird Pty Ltd?

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QUESTION 17. (8 marks)

(a) Name TWO technological applications used in your focus industry.

(i)

(ii)

(b) Outline the benefits of each application to the workplace.

Application (i)

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Application (ii)

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QUESTION 18. (8 marks)

Select TWO of the following six principles of Total Quality Management:

- customer focus
- information and analysis
- leadership
- people
- policy planning
- quality of process, product and service.

Describe the potential or actual effect of the implementation of each principle on workplace behaviour.

(a)

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(b)

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QUESTION 19. (Continued)

[illegible]

QUESTION 20. (Continued)

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