



1. a) Identify and explain two disadvantages to PB of being a public limited company.

Disadvantage 1: \_\_\_\_\_

\_\_\_\_\_

Explanation: \_\_\_\_\_

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Disadvantage 2: \_\_\_\_\_

\_\_\_\_\_

Explanation: \_\_\_\_\_

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\_\_\_\_\_

[8]

b) Employees complain they never know important information about the bank. Consider **three** ways the HR director could use to improve internal communication in the bank. Recommend which will be the best. Justify your answer.

Way 1: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Way 2: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Way 3: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[12]

1. a) Identify and explain two disadvantages to PB of being a public limited company.

Disadvantage 1: \_\_\_\_\_

\_\_\_\_\_

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Disadvantage 2: \_\_\_\_\_

\_\_\_\_\_

Explanation: \_\_\_\_\_

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\_\_\_\_\_

[8]

b) Employees complain they never know important information about the bank. Consider **three** ways the HR director could use to improve internal communication in the bank. Recommend which will be the best. Justify your answer.

Way 1: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Way 2: \_\_\_\_\_  
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Way 3: \_\_\_\_\_  
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Recommendation: \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_

[12]

2. a) Banking is a tertiary sector business. Identify four other types of tertiary sector businesses that PB Bank might use and explain what services they offer to PB Bank.

i. Type of tertiary sector business: \_\_\_\_\_  
Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ii. Type of tertiary sector business: \_\_\_\_\_  
Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

iii. Type of tertiary sector business: \_\_\_\_\_  
Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

iv. Type of tertiary sector business: \_\_\_\_\_  
Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[8]

b) Identify and explain three methods PB could motivate its employees. Recommend the best possible to PB. Justify your answer.

Method 1: \_\_\_\_\_  
\_\_\_\_\_

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Method 2: \_\_\_\_\_  
\_\_\_\_\_

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Method 3: \_\_\_\_\_  
\_\_\_\_\_

Explanation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendation: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

[12]

3. a) Identify and explain 2 disadvantages to the management of PB of having its workers join a trade union.

Disadvantage 1: \_\_\_\_\_

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Disadvantage 2: \_\_\_\_\_

Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ [8]



b) Refer to the organizational chart in Appendix 1. The directors are thinking of removing the middle management level (deputy managers). Consider the advantages and disadvantages of widening the span of control for the remaining managers. Recommend whether the directors should remove this level of management. Justify your answer.

Advantages: \_\_\_\_\_

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Disadvantages: \_\_\_\_\_

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Recommendation: \_\_\_\_\_

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[12]



4. a) Identify and explain two benefits to PB of setting business objectives.

Benefit 1: \_\_\_\_\_

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Explanation: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Benefit 2: \_\_\_\_\_

\_\_\_\_\_

Explanation: \_\_\_\_\_

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\_\_\_\_\_

[8]

b) Consider the advantages and disadvantages to PB Bank of taking over DOTT Bank. Recommend whether PB should take over DOTT Bank. Justify your answer.

Advantages: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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Disadvantages: \_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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Recommendation: \_\_\_\_\_  
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[12]