

DSE Questions: Business Management (Compulsory Part)

Chapter 1 - Hong Kong Business Environment

Overview of Hong Kong Economy	
Development	
Classification of economic sectors	2018: Possibly✓✓
Economic sectors	
Contributions of Business to HK Economy	
	2018: Possibly✓✓
Characteristics of Hong Kong Economy	
	2013 Paper1 Section A (MC) Q16 2018: Possibly✓✓
Recent Development of HK Economy	
Economic Relations between Hong Kong and the Mainland	
	2013 Paper1 Section A(MC) Q22 (choose the correct statement) 2018: Possibly✓✓
CEPA	2012 Paper1 Section A(MC) Q11 (Purpose) 2013 Paper1 Section A(MC) Q22 (Purpose) 2018: Possibly✓✓✓
Flow of Capital between HK and the Mainland	
Pan-Pearl River Delta Regional Cooperation Framework Agreement	
Globalization	
	2015 Paper1 Section A(MC) Q26 2018: Possibly✓✓✓
Impact	2012 Paper1 Section A(MC) Q10 2018: Possibly✓✓

Major International Trade Organisations	2018: Possibly✓
World Trade Organization (WTO)	2013 Paper1 Section A (MC) Q12 (Functions)
Asia-Pacific Economic Cooperation (APEC)	
Factors affecting business decisions	2013 Paper1 Section B Q2 (6 marks) 2014 Paper1 Section A Q15 2015 Paper1 Section B Q1b (Political and Legal) 2016 Paper1 Section B Q3b (Cultural and Legal) 2018: Possibly✓✓✓✓
Hong Kong financial organizations Hong Kong Authority Securities and Futures Commission Hong Kong Exchanges and Clearing Limited Investors Compensation Company Limited	2013 Paper1 Section A (MC) Q17 2014 Paper1 Section A (MC) Q2 2018: Possibly✓✓

Chapter 2 - Forms of Business Ownership

Sole Proprietorship	
Characteristics	
Advantages	
Disadvantages	
Partnership	
Characteristics	2014 Paper1 Section B Q1 (1+4 marks) (Nominal Partner) 2015 Paper1 Section A (MC) Q1 (limited)
Advantages	
Disadvantages	
Limited Company	
Characteristics	2012 Paper1 Section A (MC) Q12 (choose the correct statement) 2014 Paper1 Section A (MC) Q1 (choose the correct statement) 2015 Paper1 Section B Q5b
Advantages	
Disadvantages	
Joint Venture	2018: Possibly ✓✓✓
Characteristics	
Advantages	
Disadvantages	
Franchising	2018: Possibly ✓✓
Characteristics	2013 Paper1 Section A (MC) Q1
Advantages	2016 Paper1 Section B Q3a
Disadvantages	
Public Enterprises	
Characteristics	2015 Paper1 Section A(MC) Q27
Advantages	
Disadvantages	
Recent Development	

Multinational Corporations (MNC)	
Characteristics	
Importance	
Determine the form of business	2013 Paper1 Section A (MC) Q5 2018: Possibly✓✓✓
Comparison against two ownerships	2012 Paper1 Section B Q7a (4marks) (Partnership vs. Sole Proprietorship) 2015 Paper1 Section B Q5c (4 marks) (Limited Company vs. Sole Proprietorship) 2018: Possibly✓✓✓

Chapter 3 - Business Ethics and Social Responsibility

Stakeholders of a business	
1.Owners/Shareholders 2.Managers/Directors 3.Employees 4.Customers 5.Creditors 6.Suppliers 7.Government 8.Community/Society	2014 Q5c (1 mark) (identification) 2012 Q6b(4 marks) (identification and explanation) 2018: Possibly✓✓
Definition of stakeholders of a business	2018: Possibly✓
Business ethics and social responsibility	
Meaning	2018: Possibly✓
Responses to stakeholders' concerns	2018: Possibly✓✓
Reasons to fulfill	2018: Possibly✓
Effects on business decisions	
Ways to fulfill	2018: Possibly✓

Chapter 4 - Management Functions I

Organisation and management	
Definition	2018: Possibly✓
Importance	2018: Possibly✓
Management Levels	2014 Q2a (management skills)
Planning	
Importance	
Characteristics of Effective Goals(SMART)	2012 Q7b 2014 MC Q17 Case 2015 Q1a – case 2018: Possibly✓✓✓
Steps	
Types of Plans	2018: Possibly✓
Organising	
Types of Organising Structure	2018: Possibly✓✓
Departmentalisation	2015 Q4b,c 2018: Possibly✓✓
Leading	
Leadership Styles	2018: Possibly✓
Factors affecting the choice	2018: Possibly✓
Controlling	
Purpose	2016 Q5ci
Steps	2016 Q5cii
Characteristics of effective control system	2018: Possibly✓

Chapter 5 – Management Functions II

Division of Work	2018: Possibly ✓✓
Advantages (Business)	2013 Q6
Advantages (Employees)	
Disadvantages	
Unity of Command	2014 Q6b (Violation + problems) 2018: Possibly ✓✓
Advantages	
Unity of Direction	2018: Possibly ✓✓
Advantages	
Authority and Responsibility	2018: Possibly ✓✓✓
Principles of Effective Delegation	
Advantages	
Factors affecting delegation	
Management by Objectives	2013 Q7a (Identification)
Characteristics	2016 Q4ai
Steps	
Advantages	2013 Q7b (Department's view) 2016 Q4aii
Disadvantages	2016 Q4aii

2012 Q4 – Effective Communication

Chapter 6 - Key Business Functions

Human Resources Management	
Definition	
Importance	2018: Possibly✓
Function of HRM <ul style="list-style-type: none"> -Manpower planning -Recruitment and selection -Performance management -Remuneration and benefits management -Training and development -Maintaining employee relation 	2014 Q4
Financial Management	
Definition	
Importance	2018: Possibly✓
Functions of FM <ul style="list-style-type: none"> -Working capital Management -Capital budgeting -Financial planning -Financial control 	2018: Possibly✓✓✓ (budgeting)
Operations Management	
Definition	
Importance	2018: Possibly✓
Function of OM <ul style="list-style-type: none"> -Building up effective operations system -Inventory control -Quality control 	2012 Q2
Steps of Designing effective operations system	2018: Possibly✓✓

Marketing Management	
Definition	
Importance	2018: Possibly ✓
Function of Marketing <ul style="list-style-type: none"> -Conducting market analysis -Setting marketing objective -Formulating marketing strategies -Developing marketing mix -Carrying out control and review 	2014 Q2b The importance of marketing as a business function
Information Management	
Definition	
Importance	2018: Possibly ✓
Function of IM <ul style="list-style-type: none"> -Collection and storage of information -Organisation of information -Processing and analysis of information -Distribution of information -Retrieval of information 	2013 Q4
Risk Management	
Definition	
Importance	2018: Possibly ✓
Function of RM <ul style="list-style-type: none"> -Identifying and assessing risks -Developing risk-handling measures -Controlling risks at acceptable level -Developing risk-awareness culture 	2018: Possibly ✓✓
Businesses may tackle risk by the following approaches: <ul style="list-style-type: none"> -Risk avoidance -Risk assumption -Risk reduction -Risk transfer 	2018: Possibly ✓

Interrelationship of Key Business Functions	2018: Possibly✓✓

Chapter 7 – Small and Medium Enterprises in Hong Kong

Small and Medium Enterprises	
Definition	
Characteristics	
Importance to local economy	2018: Possibly✓
Difficulties in running SMEs	2018: Possibly✓
Entrepreneurship	
Characteristics	2018: Possibly✓✓
Importance	