

The Papua New Guinea University of Technology
Department of Surveying and Land Studies

First Semester Examination-2023

BACHELOR OF PROPERTY STUDIES

SECOND YEAR

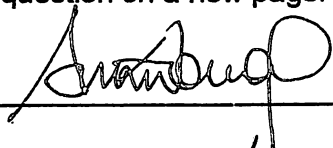
PS 212 PROFESSIONALISM AND BUSINESS ETHICS

TIME ALLOWED: 3 HOURS

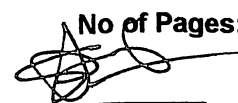
INFORMATION FOR STUDENTS:

1. Mobile phones and other recording devices are not allowed in the examination room.
2. All candidates must display their ID Cards on their desks for the Invigilator to check.
3. **SILENCE** must be maintained in the examination room.
4. Candidates may not leave the examination room within the first half hour.
5. Before answering any questions, fill in the information required.
 - i) Candidates are not to be allowed to bring in bilums or any types of bags into examination room.
 - ii) Reference books / materials **are strictly not allowed** in the examination hall.
 - iii) Before entering examination room students must remove jackets.
 - iv) Candidates must ensure that their hands and legs are free of any written information, scribbling marks, etc. which are related to the subject examined.
 - v) Candidates will not be allowed to go out for any purpose except for a medical emergency while in the middle of a session. Hence those wish to use toilets must do so before commencing the session.
6. Write on one side of the paper only.
7. Do not write in the margins; these must be kept clear.
8. Rough works should be done on the last sheets of each booklet and **should be crossed out before the examination ends**. Do not remove any sheets from this book.
9. If you use two or more booklets then place the second and succeeding booklets behind the first, and hold them together with the clip provided.
10. Graph paper, diagrams and other loose sheets should be fastened in the appropriate place with the clip provided.
11. Write the question and division of each question at the top of each page. Begin the answer to each question on a new page.

EXAMINER



CO-EXAMINER



No of Pages: 3 (Three)

CHIEF EXAMINER



FLIP OVER for QUESTIONS

QUESTION 01 (5 x 5 = 25 Marks)

Choose any five concepts from the list given and discuss them with one practical example for each.

- a) Professional fees
- b) Conflict of interest
- c) competency
- d) confidentiality
- e) Customer Services
- f) Negotiation
- g) Minimum wage
- h) Under-performance
- i) Negligence
- j) On-the-job training

QUESTION 02 (6 + 9 + 5 + 5 = 25 Marks)

Your father just received his retirement savings from Nambawan Super Limited and wishes to start a real estate company. You were asked to provide advice on how to start the business.

- a) List (do not discuss) the *six (6) steps* to starting a business.
- b) A Business Plan is a mandatory requirement by the PNG IPA for foreign companies to operate in PNG, briefly discuss the *requirements for a Business Plan*.

The company has a vacancy for an *Property Manager* position.

- c) *Advertise the position* for the public to apply (Other additional specifications for the job must come from you/company).
- d) Supposing Mrs. Sandover Room, an applicant, is being considered successful, prepare an *Employment Offer* for her.

QUESTION 03 (9 + 8 + 8 = 25 Marks)

Professionalism in organisation is set to maintain and increase quality and quantity; therefore, quality must be control as much as possible.

- a) Discuss the *three (3)* phases of quality control.
- b) How does a company continually improve the quality of their services?
- c) List and discuss *any two* antitrust laws in PNG that controls business practices.

QUESTION 04 (6 + 6 + 5 + 8 = 25 Marks)

Employer – employee working relationship in any organisation determines the success and failure of any businesses.

- a) Identify any *three (3) obligations* employers have towards their employees.
- b) What are *two employees' rights* towards their employers supported by the PNG Labour Laws?
- c) Why is customer service significant in any businesses?
- d) Unprofessionalism leads to business failure, list *two (2) causes* of business failure and their *possible remedies*.

END OF EXAMINATION