

Question 1

Part 1

People in Business / Business Environment

People in Business

Question 1

- (A) (i) Explain the term **co-operative relationship** between stakeholders in a business.
(ii) Describe **one** example of a co-operative relationship which could arise between **each** of the following pairs of stakeholders:
- Employer and employee
 - Investor and manager of a business
 - Producer and consumer. (20 marks)
- (B) Evaluate **negotiation, conciliation** and **arbitration** as methods to resolve industrial conflict in the workplace. (20 marks)
- (C) Read the information supplied and answer the questions which follow.



Samsung Electronics abandoned its Galaxy Note 7 smartphone after customers reported that phone batteries were prone to catching fire.

Source: adapted from Irish Independent, October 2016

- (i) Name the act which protects consumers who purchased the Samsung Galaxy Note 7.
(ii) Outline **three** provisions of the act regarding a consumer's statutory (legal) rights in relation to the Samsung Galaxy Note 7. (20 marks)
(60 marks)

Question 2

Question 1

- (A) (i) Outline **two** reasons for **fair** dismissal, as set out under the Unfair Dismissals Acts 1977-2007.
(ii) Explain the term **constructive dismissal**, providing an **example** to support your answer. (20 marks)
- (B) A legal contract can be terminated by **performance**, whereby parties to the contract fulfil their obligations as agreed.
Outline **three other** methods for terminating a legal contract. (20 marks)
- (C) Read the information supplied and answer the question which follows.

The National Consumer Agency (NCA) now known as the Competition and Consumer Protection Commission (CCPC), launched an investigation into the motor vehicle emissions scandal at the car manufacturer Volkswagen.

- Evaluate the functions of the **NCA (CCPC)** with regard to protecting the interests of consumers. (20 marks)
(60 marks)

Question 3

- (A) Describe **one** example of a co-operative relationship and **one** example of a source of conflict that could arise between the following stakeholders:
(i) Investor and Entrepreneur
(ii) Supplier and Purchasing Manager. (20 marks)

Question 4

- (B) Illustrate your understanding of the term *specific performance* in relation to contract law. (10 marks)
- (C) *The Director of the Equality Tribunal (previously known as the Director of Equality Investigations) published 22 decisions during September 2013 in areas of discrimination that included gender and disability.*
- (i) Define *employment discrimination* as set out in the Employment Equality Act 1998.
(ii) List **three** grounds **other than** gender and disability on which discrimination is outlawed under this Act.
(iii) Evaluate the role of the *Director of the Equality Tribunal* in dealing with discrimination cases under this Act. (30 marks)

Question 5

(A)

The purpose of the Industrial Relations Act 1990 is to put in place an improved framework for the conduct of industrial relations and the resolution of disputes.

- (i) Outline **three** factors that can lead to industrial disputes in business.
- (ii) Discuss **two** types of official industrial action available to employees involved in an industrial dispute with employers. (25 marks)

Question 6

(C) Outline a **consumer's legal rights** under the terms of the *Sale of Goods and Supply of Services Act 1980*, with reference to any **three** of the following:

- (i) Merchantable Quality
 - (ii) Guarantees
 - (iii) Signs limiting consumer rights
 - (iv) Unsolicited Goods. (20 marks)
- (60 marks)**

Question 7

(A) (i) Explain the term 'data protection' under the terms of the Data Protection Acts 1988 and 2003.
(ii) Discuss the functions of the 'data protection commissioner' under the terms of this act. (20 marks)

(B) Evaluate any **two** of the following legislative approaches to solving conflict:
(i) Small Claims Court;
(ii) Labour Relations Commission;
(iii) Employment Appeals Tribunal. (20 marks)

(C) Illustrate your understanding of the following terms in relation to a valid contract:
Agreement; Legality of form; Consideration. (20 marks)

(60 marks)

Question 8

Question 1

- (A) Outline the procedures an employer should follow under the Unfair Dismissals Acts of 1977-2007, before dismissing an employee. (20 marks)
- (B) A legal contract can be terminated by breach, frustration or agreement. Illustrate your understanding of the underlined terms. (20 marks)

The Consumer Protection Act 2007 came into effect in Ireland on 1st May, 2007. The Act provided for the establishment of the National Consumer Agency, which replaced the Office of the Director of Consumer Affairs.

- (C) Evaluate the role and functions of the National Consumer Agency (NCA) in protecting consumers. (20 marks)

Question 9

- (A) Outline, using examples, the relationship that can exist between 'Investors' and 'Entrepreneurs' in business. (15 marks)

Question 10

- (B) (i) Discuss the rights of consumers under the terms of the Sale of Goods and Supply of Services Act 1980.
(ii) Illustrate **two** forms of redress available to consumers for breach of the Act.

Question 11

- (C) Describe how conflict between an employer and an employee could be resolved in a non-legislative manner. (15 marks)