

Past exam paper questions – Topic 2.5 – Mark scheme

Q1.

Question number	Answer	Mark
	A	(1) A01a

Q2.

Question number	Answer	Mark
	D	(1) A01a

Q3.

Question number	Answer	Mark
	D	(1) A01a

Q4.

Question number	Answer	Mark
	C	(1) A01a

Q5.

Question number	Answer	Mark
	A, E	(2) A01a

Q6.

Question number	Answer	Mark
	C, D	(2) A01a

Q7.

Question number	Answer	Mark
	<p>Award 1 mark for identification of an advantage, plus 2 further marks for explaining this advantage up to a total of 3 marks.</p> <p>Ongoing training will make employees feel valued (1), which will result in workers working harder (1), therefore making the business more productive (1).</p> <p>Ongoing training will result in employees being able to work faster (1), which will result in higher productivity levels (1), therefore reducing the unit cost of making at item (1).</p> <p>Accept any other appropriate response. Answers that list more than one advantage with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q8.

Question number	Answer	Mark
	<p>Award 1 mark for identification of a drawback, plus 2 further marks for explaining this drawback up to a total of 3 marks.</p> <p>It will have to employ new workers (1) and therefore will have to spend money on recruitment (1). This increases the costs of the business (1).</p> <p>It could lose its most productive workers (1), therefore the business will become less efficient (1). As a result, the unit cost will increase (1).</p> <p>Accept any other appropriate response. Answers that list more than one drawback with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q9.

Question number	Answer	Mark
	<p>Award 1 mark for identification of a benefit, plus 2 further marks for explaining this benefit up to a total of 3 marks.</p> <p>This will increase worker motivation (1) because workers will strive to meet their individual targets (1). This will increase worker productivity (1).</p> <p>Employees will work harder (1) because if they meet their individual targets they may get a bonus (1). As a result, customers are less likely to receive poor customer service (1).</p> <p>Accept any other appropriate response. Answers that list more than one benefit with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q10.

Question number	Answer	Mark
	<p>Award 1 mark for identification of a benefit, plus 2 further marks for explaining this benefit up to a total of 3 marks.</p> <p>Employees will be able to give their manager feedback about anything that frustrates them (1). Therefore, employees will feel that they are being listened to (1). This will increase the loyalty employees have towards the business (1).</p> <p>Managers will get the opportunity to provide feedback to employees (1). Therefore, areas for improvement can be identified (1). As a result, productivity will increase (1).</p> <p>Accept any other appropriate response. Answers that list more than one benefit with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q11.

Question number	Answer	Mark
	<p>Award 1 mark for identification of a reason, plus 2 further marks for explaining this reason up to a total of 3 marks.</p> <p>The bonus will motivate workers (1) because they feel more valued by the business (1), therefore workers will work harder (1).</p> <p>The bonus will help attract the best workers (1). Therefore, the business will become more productive (1). This will result in lower unit costs (1).</p> <p>Accept any other appropriate response. Answers that list more than one reason with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q12.

Question number	Answer	Mark
	<p>Award 1 mark for identification of a reason, plus 2 further marks for explaining this reason up to a total of 3 marks.</p> <p>Fringe benefits will motivate employees (1). Therefore, employees will work harder (1). As a result, productivity within the business will increase (1).</p> <p>This will make employees have a greater connection with the business (1). Therefore, employees are less likely to leave the business and work for a rival (1). Thus, the business does not have to keep re-training new employees (1).</p> <p>Accept any other appropriate response. Answers that list more than one reason with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q13.

Question number	Answer	Mark
	<p>Award 1 mark for identification of a benefit, plus 2 further marks for explaining this benefit up to a total of 3 marks.</p> <p>Job rotation will make an employee's job more interesting (1). Therefore, employees will be more motivated (1). As a result, the business will produce fewer defective products (1).</p> <p>This will allow employees to carry out a greater variety of tasks within the business (1). Therefore, employees will be able to cover for absent colleagues (1). This should improve flexibility within the business (1).</p> <p>Accept any other appropriate response. Answers that list more than one benefit with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q14.

Question number	Answer	Mark
	<p>Award 1 mark for identification of an impact, plus 2 further marks for explaining this impact up to a total of 3 marks.</p> <p>Productivity will fall (1) because workers would not be sure about which information to use (1), therefore more mistakes will be made, which reduces output (1).</p> <p>More workers will leave the business (1) because the excessive communication will demotivate them (1) resulting in the business having to incur the cost of employing new workers (1).</p> <p>Accept any other appropriate response. Answers that list more than one impact with no explanation will be awarded a maximum of 1 mark.</p>	<p>(3) AO1a=1 AO1b=2</p>

Q15.

Question number	Indicative content	Mark
	<ul style="list-style-type: none"> • It gives the business the flexibility to employ specialist workers when needed on short-term contracts (AO1b). • Freelancers will have little loyalty to the business (AO1b). • This means that the business does not need to employ a full-time employee, allowing it to reduce its labour costs (AO3a). • Therefore, the quality of the work done by a freelancer may not be as good as a full-time employee. As a result, brand loyalty could be damaged (AO3a). 	(6) AO1b=3 AO3a=3
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1–2	<ul style="list-style-type: none"> • Demonstrates elements of knowledge and understanding of business concepts and issues, with limited business terminology used (AO1b). • Attempts to deconstruct business information and/or issues, finding limited connections between points (AO3a).
Level 2	3–4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding of business concepts and issues, including appropriate use of business terminology in places (AO1b). • Deconstructs business information and/or issues, finding interconnected points with chains of reasoning, although there may be some logical inconsistencies (AO3a).
Level 3	5–6	<ul style="list-style-type: none"> • Demonstrates accurate knowledge and understanding of business concepts and issues throughout, including appropriate use of business terminology (AO1b). • Deconstructs business information and/or issues, finding detailed interconnected points with logical chains of reasoning (AO3a).

Q16.

Question number	Indicative content	Mark
	<ul style="list-style-type: none"> • This business will not have a common culture (AO1b). • Workers could potentially lack direction (AO1b). • This means that the workers are less likely to care about their work. This could lead to a fall in the quality of their work, reducing consumer satisfaction (AO3a). • This could lead to lower worker motivation. This could cause a fall in productivity, which would cause the cost per unit to increase (AO3a). 	(6) AO1b=3 AO3a=3
Level	Mark	Descriptor
	0	No rewardable material.
Level 1	1–2	<ul style="list-style-type: none"> • Demonstrates elements of knowledge and understanding of business concepts and issues, with limited business terminology used (AO1b). • Attempts to deconstruct business information and/or issues, finding limited connections between points (AO3a).
Level 2	3–4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding of business concepts and issues, including appropriate use of business terminology in places (AO1b). • Deconstructs business information and/or issues, finding interconnected points with chains of reasoning, although there may be some logical inconsistencies (AO3a).
Level 3	5–6	<ul style="list-style-type: none"> • Demonstrates accurate knowledge and understanding of business concepts and issues throughout, including appropriate use of business terminology (AO1b). • Deconstructs business information and/or issues, finding detailed interconnected points with logical chains of reasoning (AO3a).

Q17.

Question number	Indicative content		Mark
	<ul style="list-style-type: none"> • Decisions can be made faster (AO1b). • Lower fixed costs (AO1b). • This means that the business can respond to opportunities in the market before competitors do (AO3a). • The business will no longer require a large head office because decisions are made in individual branches (AO3a). 		(6) AO1b=3 AO3a=3
Level	Mark	Descriptor	
	0	No rewardable material.	
Level 1	1–2	<ul style="list-style-type: none"> • Demonstrates elements of knowledge and understanding of business concepts and issues, with limited business terminology used (AO1b). • Attempts to deconstruct business information and/or issues, finding limited connections between points (AO3a). 	
Level 2	3–4	<ul style="list-style-type: none"> • Demonstrates mostly accurate knowledge and understanding of business concepts and issues, including appropriate use of business terminology in places (AO1b). • Deconstructs business information and/or issues, finding interconnected points with chains of reasoning, although there may be some logical inconsistencies (AO3a). 	
Level 3	5–6	<ul style="list-style-type: none"> • Demonstrates accurate knowledge and understanding of business concepts and issues throughout, including appropriate use of business terminology (AO1b). • Deconstructs business information and/or issues, finding detailed interconnected points with logical chains of reasoning (AO3a). 	