

Cambridge International Examinations

Cambridge International Advanced Subsidiary and Advanced Level

BUSINESS 9609/11

Paper 1 Short Answer and Essay

May/June 2018
1 hour 15 minutes

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

An answer booklet is provided inside this question paper. You should follow the instructions on the front cover of the answer booklet. If you need additional answer paper ask the invigilator for a continuation booklet.

Section A

Answer all questions.

Section B

Answer one question.

You are advised to spend no more than 35 minutes on Section A.

The number of marks is given in brackets [] at the end of each question or part question.



International Examinations

Section A (Short Answer)

Answer all questions.

1	(a)	Define the term 'market research'.	[2]
	(b)	Briefly explain two advantages to a business of primary (field) market research.	[3]
2	(a)	Define the term 'productivity'.	[2]
	(b)	Briefly explain two ways a manufacturing business could improve productivity.	[3]
3	Exp	lain how ethics may influence the objectives of a business.	[5]
4	(a)	Define the term 'margin of safety'.	[2]
	(b)	Briefly explain two limitations of break-even analysis.	[3]
Section B (Essay)			
Answer one question only.			
5	(a)	Analyse why accurate cost data is important for all businesses.	[8]
	(b)		ofit. [12]
6		usiness mission statement is only important if it directly affects the strategy and tactics of that iness.'	
	Discuss this view. [20]		
7	(a)	Analyse the possible disadvantages to a business of using performance related pay motivate its employees.	/ to [8]
	(b)	Discuss the view that the most important role of human resource management (HRM) in businesses is to maintain a high level of staff morale and welfare.	n all [12]

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