OXFORD

INTERNATIONAL
AQA EXAMINATIONS

Please write clearly in block capitals.

Centre number | | | | | | Candidate number | | | | |

Surname _____

Forename(s) _____

Candidate signature _____

I declare this is my own work.

INTERNATIONAL AS
BUSINESS

Unit 2: Managing Operations, Human Resources and Finance

Time allowed: 1 hour 30 minutes

Materials

For this paper you must have:
- a calculator, which you are expected to use where appropriate.

Instructions
- Use black ink or black ball-point pen.
- Fill in the boxes at the top of the page.
- Answer **all** questions.
- You must answer the questions in the spaces provided.
  Do not write outside the box around each page or on blank pages.
- If you need extra space for your answer(s), use the lined pages at the end of this book. Write the question number against your answer(s).
- All working must be shown.
- Do all rough work in this book. Cross through any work you do not want to be marked.
- You may **not** use an English dictionary.

Information
- The marks for questions are shown in brackets.
- The maximum mark for this paper is 80.

Advice
- You may use a bilingual dictionary.

For Examiner's Use	
Question	Mark
1	
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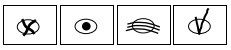
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Section A

Answer **all** questions in the spaces provided.

Only **one** answer per question is allowed.

For each question completely fill in the circle alongside the appropriate answer.

CORRECT METHOD  WRONG METHODS 

If you want to change your answer you must cross out your original answer as shown. 

If you wish to return to an answer previously crossed out, ring the answer you now wish to select as shown. 

0 1 A manager introduces an employee of the week award. Which of Maslow's needs is she attempting to satisfy?

[1 mark]

A Belonging (Social) ⬭

B Ego (Esteem) ⬭

C Physiological ⬭

D Safety (Security) ⬭

1

0 2 A business has fixed costs of $54 000, variable costs of $3.50 per unit and a selling price of $8.00 per unit. What is its break-even output in units?

[1 mark]

A 6750 ⬭

B 11 800 ⬭

C 12 000 ⬭

D 15 429 ⬭

1

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0 3 Extract of cash flow statement.

Outflows ($)	January	February	March
Materials	3940	3825	4565
Rent	2500	2500	2500

A business bought materials on one month's credit. What was the value of materials ordered in February?

[1 mark]

A $3825 ⬭

B $3940 ⬭

C $4565 ⬭

D $12 330 ⬭

1

0 4 Explain why quality might be an appropriate objective for a public sector organisation.

[3 marks]

3

Turn over ►

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0 5 A property developer bought three houses for $120 000 each. He sold them for a total of $450 000.

Calculate the percentage return on investment.

[3 marks]

3

0 6 A business had 126 employees in 2021. Its sales revenue in 2020 was $318 000. This increased by 5% in 2021.

Calculate its sales per employee for 2021.

[2 marks]

2

0 7 Explain **one** benefit of crowdfunding to a start-up business.

[3 marks]

3

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0 8 Explain **one** benefit of Just in Time (JIT) for a car manufacturer.

[3 marks]

3

Turn over for the next section

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Section B

Answer **all** questions in the spaces provided.

0 9 A business operates in a highly competitive market.

Analyse **two** ways in which increasing labour turnover will reduce its competitiveness.

[9 marks]

Extra space

9

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1 0 A hotel experiences low demand during the winter months.

Analyse **two** benefits of budgeting to this business.

[9 marks]

Extra space

9

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1 1 A mobile phone service provider has no competition in its region.

Analyse how this might impact on its customer satisfaction.

[9 marks]

Extra space

9

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Section C

Answer **all** questions in the spaces provided.

1 2 A bank would like to increase its profit and has decided to invest in new technology to replace some of its staff.

Assess the arguments for and against this decision and make a judgement on whether the investment would increase profits.

[12 marks]

Do not write outside the box

Extra space

12

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1 3 A business has a shortage of staff with the skills required to meet its customers' needs. It has decided to train its existing staff rather than recruit.

Is this the correct decision?

Assess the arguments for and against and make a judgement.

[12 marks]

Do not write outside the box

Extra space

12

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1 4 An online retailer is trying to gain a competitive advantage by offering next day delivery on all orders. It has decided to recruit warehouse staff on zero hour contracts.

Is employing staff on zero hour contracts a good decision?

Assess the arguments for and against and make a judgement.

[12 marks]

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Extra space

END OF QUESTIONS

12

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ANSWER IN THE SPACES PROVIDED

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