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

Monday 15 May 2023 07:00 GMT 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
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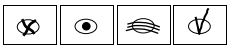
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Section A

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 Customers of a business are demanding that its suppliers are paid fairly. This is an example of which of the following influences?

[1 mark]

A Competitor ⬭

B Ethical ⬭

C Political ⬭

D Technological ⬭

1

0 2 A business has the following financial information:

Total fixed costs	$75 000
Selling price per unit	$15
Break-even output	15 000 units

What is the variable cost per unit?

[1 mark]

A $2 ⬭

B $5 ⬭

C $10 ⬭

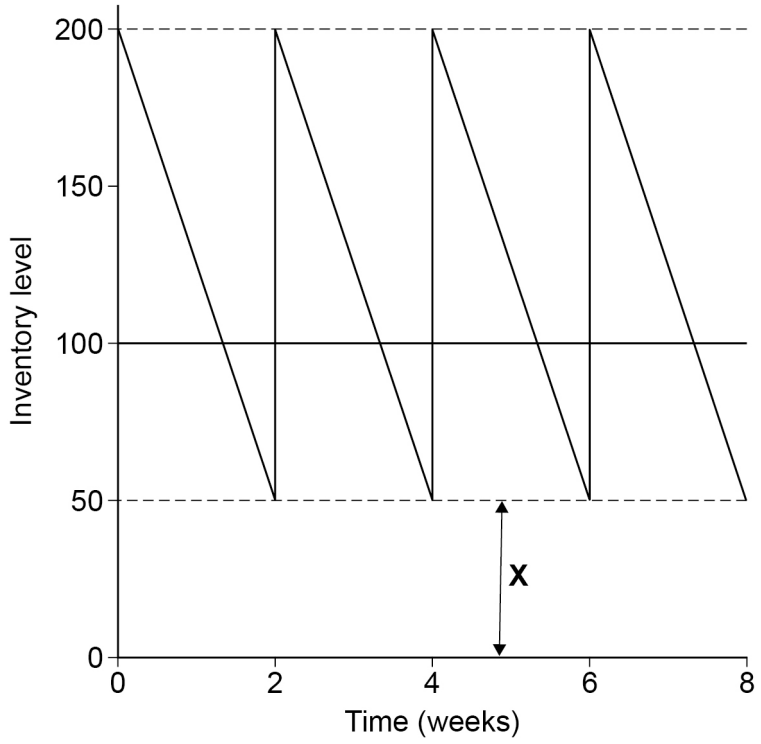
D $12 ⬭

1

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0 3 **Figure 1** shows an inventory control chart.

Figure 1



What does **(X)** represent?

[1 mark]

A Buffer level of inventory ⬭

B Lead time ⬭

C Maximum inventory level ⬭

D Re-order level ⬭

1

Turn over for the next question

Do not write outside the box

0 4 Explain **one** difficulty for the human resources department of a business operating internationally.

[3 marks]

3

0 5 Explain **one** impact on a retailer that cannot match supply to demand.

[3 marks]

3

0 6 Using the data below, calculate the output of the business in units.

- Turnover = $750 000
- Profit = $20 000
- Labour costs = 6% of turnover
- Labour costs per unit = $0.6
- Labour productivity = 25 units per employee

[2 marks]

2

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0 7 According to Maslow's hierarchy of needs, employees have esteem needs.

Explain **one** way a fast food restaurant could meet an employee's esteem needs.

[3 marks]

3

0 8 Explain **one** disadvantage for a business training employees in a highly competitive industry.

[3 marks]

3

Turn over for the next section

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Section B

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

0 9 Businesses such as call centres, hotels and theme parks often have high labour turnover.

Analyse **one** benefit and **one** drawback of a high labour turnover for these businesses.
[9 marks]

Extra space

9

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1 0 Analyse why return on investment is an important financial objective for an expanding public limited company.

[9 marks]

Extra space

9

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1 1 A manufacturer relies heavily on its suppliers to meet rapidly changing consumer demands.

Analyse **one** benefit and **one** drawback for a manufacturer only using a single supplier for one of its key components.

[9 marks]

Extra space

9

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Turn over for the next section

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ANSWER IN THE SPACES PROVIDED

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Section C

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

1 2 A business wants to improve its speed of response in order to be more competitive. It has decided to change to a decentralised structure.

Assess the arguments for and against changing to a decentralised structure and make a judgement.

[12 marks]

Do not write outside the box

Extra space

12

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1 3 A small business has forecast that it will have negative cash flow in the coming months. It has decided to arrange an overdraft with the bank rather than apply for a loan.

Assess the arguments for and against using an overdraft rather than a loan and make a judgement.

[12 marks]

Do not write outside the box

Extra space

12

Turn over ►

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1 4 A manufacturer has high levels of debt and has decided to focus its operational objectives on reducing unit costs rather than meeting its environmental objectives.

Assess the arguments for and against this decision and make a judgement.

[12 marks]

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Extra space

12

END OF QUESTIONS

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