Please write clearly in block capitals.

School		Class	
Name		Teacher	

GCSE BUSINESS

BUSINESS

Paper 1: Influences of operations and HRM on business activity . 2020 series . mapped to the AQA 8132 specification

Time allowed: 1 hour 45 minutes

Materials

For this paper you must have:

- a calculator.
- the case-study material is printed within the paper.

Instructions

- Answer all questions in the spaces provided.
- Use black ink or black ball-point pen.
- Show clearly how you work out your answers to calculations.
- The companies and data in this paper are fictional, original materials written for practice and do not reproduce any real exam content.

Information

- The maximum mark for this paper is 90.
- The marks for questions are shown in brackets.
- You are reminded of the need for good English and clear presentation.

For Examiner's Use	
Question	**Mark**
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TOTAL	

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Answer all questions in the spaces provided.

1

Section A

Answer all questions in this section.

1.1 Which of these is a benefit to a business of operating as a private limited company (Ltd)? Shade one box. A Unlimited liability B Limited liability C Shares sold on the stock market D No need to keep accounts.

[1 mark]

2.1 Which of these is most likely to be a long-term business aim? Shade one box. A Survival in week one B Growth and increased market share C Paying a single invoice D Buying stationery.

[1 mark]

3.1 Define the term 'productivity'.

[2 marks]

4.1 Explain one benefit to a business of producing high-quality products.

[3 marks]

5.1 Identify two methods a business could use to recruit new staff.

[2 marks]

6.1 Explain one impact on a business of a rise in its raw material costs.

[3 marks]

7.1 Explain one way technology can improve a business's operations.

[3 marks]

8.1 Do you think the quality of its products is the most important factor in a manufacturing business's success? Justify your answer. [9 marks]

[9 marks]

9 **Section B**

Read the information about Harbour Foods, then answer all questions in this section.

Harbour Foods makes chilled ready meals. Last year its 30 workers made 24000 items. The owners are thinking about using lean production and new technology to help the business grow.

9.1 Calculate the labour productivity of Harbour Foods (items made per worker).

[2 marks]

10.1 Explain one benefit to Harbour Foods of holding a buffer (safety) stock of materials.

[3 marks]

11.1 Explain one method of production that would be suitable for Harbour Foods.

[4 marks]

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12.1 Analyse the benefits to Harbour Foods of using lean production techniques.

[6 marks]

13.1 Do you think Harbour Foods should rely on quality control or quality assurance to improve its products? Justify your answer. [9 marks]

[9 marks]

14.1 Do you think investing in new technology is a good decision for Harbour Foods? Justify your answer. [9 marks]

[9 marks]

15 **Section C**

Read the information about Harbour Foods's staffing, then answer all questions in this section.

Harbour Foods employs 60 staff on average. Last year 12 employees

left. The owners want to reduce labour turnover, recruit skilled workers and improve how staff are managed and motivated.

15.1 Calculate the labour turnover of Harbour Foods. Give your answer as a percentage.

[2 marks]

16.1 Explain one benefit to Harbour Foods of training its staff.

[3 marks]

17.1 Explain one suitable method Harbour Foods could use to motivate staff without using money.

[4 marks]

18.1 Analyse the benefits to Harbour Foods of using financial methods to motivate its staff.

[6 marks]

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19.1 Do you think Harbour Foods should use a tall or a flat organisational structure? Justify your answer. [9 marks]

[9 marks]

20.1 Do you think pay is the best way for Harbour Foods to motivate its workers? Justify your answer. [9 marks]

[9 marks]

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END OF QUESTIONS

Turn over ▶