

BUSINESS

9609/12 March 2018

Paper 1 Short Answer and Essay MARK SCHEME Maximum Mark: 40

Published

This mark scheme is published as an aid to teachers and candidates, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began, which would have considered the acceptability of alternative answers.

Mark schemes should be read in conjunction with the question paper and the Principal Examiner Report for Teachers.

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Generic Marking Principles

These general marking principles must be applied by all examiners when marking candidate answers. They should be applied alongside the specific content of the mark scheme or generic level descriptors for a question. Each question paper and mark scheme will also comply with these marking principles.

GENERIC MARKING PRINCIPLE 1:

Marks must be awarded in line with:

- the specific content of the mark scheme or the generic level descriptors for the question
- the specific skills defined in the mark scheme or in the generic level descriptors for the question
- the standard of response required by a candidate as exemplified by the standardisation scripts.

GENERIC MARKING PRINCIPLE 2:

Marks awarded are always whole marks (not half marks, or other fractions).

GENERIC MARKING PRINCIPLE 3:

Marks must be awarded **positively**:

- marks are awarded for correct/valid answers, as defined in the mark scheme. However, credit is given for valid answers which go beyond the scope of the syllabus and mark scheme, referring to your Team Leader as appropriate
- marks are awarded when candidates clearly demonstrate what they know and can do
- marks are not deducted for errors
- marks are not deducted for omissions
- answers should only be judged on the quality of spelling, punctuation and grammar when these features are specifically assessed by the question as indicated by the mark scheme. The meaning, however, should be unambiguous.

GENERIC MARKING PRINCIPLE 4:

Rules must be applied consistently e.g. in situations where candidates have not followed instructions or in the application of generic level descriptors.

GENERIC MARKING PRINCIPLE 5:

Marks should be awarded using the full range of marks defined in the mark scheme for the question (however; the use of the full mark range may be limited according to the quality of the candidate responses seen).

GENERIC MARKING PRINCIPLE 6:

Marks awarded are based solely on the requirements as defined in the mark scheme. Marks should not be awarded with grade thresholds or grade descriptors in mind.

Question	Answer		Marks	
1(a)	Define the term 'random sampling'.			
	Random sampling is a sampling method in which members of the population are chosen at random (1). All members of a group or population have an equal chance of being selected (2).			
	Sound definition (2 marks)			
	Partial definition	(1 mark)		
	No creditable content	(0 marks)		
1(b)	Briefly explain <u>two</u> benefits of using quota sampling wh market research.	nen carrying out	3	
	 The benefits of quota sampling are said to include: It ensures that the sample is chosen to be representative strata in the population. It is quicker to collect information from a quota sample a individuals need to be contacted therefore results can be more rapidly to give the company information to act on. Easier and more practical to collect information from a sindividuals rather than a larger random sample especial whole population is large and spread over wide geogratherefore keeping down costs and speeding up researce. It is cheaper to collect data from a smaller number of poresearchers are needed therefore the cost of wages is Allows more detailed information to be collected and artime allowed because the quality of interviewing can be are less people to question. 	as less be processed small number of lly when the phic region th. eople as less reduced. halysed in the better as there		
	Two benefits soundly explained	(3 marks)		
	One benefit soundly explained or two partially explained	(2 marks)		
	One benefit partially explained or a list of two	(1 mark)		
	No creditable content	(0 marks)		

Question	Answer		Marks
2(a)	Define the term 'entrepreneur'.		2
	An entrepreneur is someone who sets up a new business (1). A risk taker (1) who supplies (own) capital (1) and organises factors of production (1).		
	Sound definition – 2 of the 4 factors listed above	(2 marks)	
	Partial definition – 1 of the 4 factors listed above	(1 mark)	
	No creditable content	(0 marks)	
2(b)	Briefly explain two qualities of a successful entreprene	ur.	3
	 Answers may include: Risk taker – able to take a calculated risk to invest in a venture by seeing potential and evaluating chances of s Prioritisation / goal setting – able to decide between important matters and make the best use of limited rest guarantee success. Planning – able to put together a thoughtful, realistic b taking account of the business' strengths and weaknes considering contingencies. Multi-skilled – able to undertake many roles and tasks business idea up and running. Leadership – the ability to motivate those involved in the business. Resilient / Passionate / Visionary / Energetic / Self-starter / Multitasker / Focused / Flexibility Confidence / Creativity / Initiative / Low fear of failur / Innovative 	success. urgent and ources to usiness plan s and to get the he start up motivated / lity / Positivity /	
	Two qualities soundly explained	(3 marks)	
	One quality soundly explained or two partially explained	(2 marks)	
	One quality partially explained or a list of two	(1 mark)	
	No creditable content	(0 marks)	

Question	Answer	Marks
3	Explain why mass customisation might be used by businesses.	5
	 Explanations may include the following: Mass customisation is a company's ability to efficiently mass produce products that meet individual consumer wants and needs. Examples may include functional and aesthetic features of computers, cars, clothing, M&Ms, trainers, cards, chocolates, a flower bouquet for a special occasion etc. High customer satisfaction as they are getting exactly what they want which leads to improved company reputation and sales. Reduced costs of inventories of unsold goods and raw materials Higher profit expected if customer demand and satisfaction is high High level of added value and therefore premium price can be charged High level of involvement of consumer in design / production process Customised products more attractive to consumers than uniform products Companies can develop strong relationships with their customers and this loyalty leads to return business time and again Workforce is more fulfilled as they take part in numerous tasks as opposed to one production line responsibility 	
	Effective explanation of why mass customisation might be used (4–5 marks)	
	Limited explanation of why mass customisation might be used (2–3 marks)	
	Understanding of mass customisation (1 mark)	
	No creditable content (0 marks)	

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Question	Answer		Marks		
4(a)	Define the term 'labour turnover'.				
	The proportion of a firm's workforce that leaves (1) during a specific time period. (2)				
	The number of people leaving a business in a year. (1)				
	$\frac{\text{Number of employees leaving during the period}}{\text{Average number employed during the period}} \times 100$	(2)			
	Sound definition (or correct formula)	(2 marks)			
	Partial definition	(1 mark)			
	No creditable content	(0 marks)			
4(b)	Briefly explain <u>two</u> possible causes of high labour turnover in a business.				
	 Answers could include: Changes in strategy e.g. closure of a location making redundant Issues with pay causing employees to leave to take up employment elsewhere Conflicts with management or poor communication leader employees leaving the business Poor motivation caused by conditions, relationships, pholidays, the work itself etc. causing employees to leaded dissatisfaction with their job Poor promotion prospects Lack of training Poor working conditions Illness, accident, death, retirement Two causes soundly explained One cause partially explained or a list of two	p better paid ading to pay, hours,			
	No creditable content	(0 marks)			

Question		Answer		Marks
5(a)		he benefits of a job description <u>and</u> a person specif ruiting a new employee.	ication	8
	Level	Description	Marks	
	4	Good analysis of the benefits of a job description and a person specification when recruiting a new employee	7–8	
	3	Some analysis of the benefits of a job description and/or a person specification when recruiting a new employee or good analysis of the benefits of one document	5–6	
	2	Explanation/application of a job description and/or person specification to recruiting a new employee	3–4	
	1	Understanding of job description and/or person specification	1–2	
	0	No creditable content	0	
	 A job respo rather Most Job d expect able t It will time a A person expersion The p applic Person stand at app 	could include: description is a detailed explanation of the roles and nsibilities of the post advertised. Refers to the post avail than the person. applicants will ask for a job description before applying escription is important as it sets out what the person will ted to do so that applicants can assess whether or not o undertake the role and therefore should apply. stop most unsuitable applicants from applying therefore at the shortlisting stage when reading through the applic son specification sets out the kind of qualifications, skills ience and personal attributes a successful candidate sh ess. Refers to the person rather than the post. erson specification is a vital tool in assessing the suitab cants. on specification is important as it clearly sets out the req ards for the post and gives valid reasons for rejecting can blication form stage if they have not obtained the require ications and experience.	for the job. I be they are saving ations. s, nould ility of job uired andidates	

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Question		Answer		Marks
5(b)		which leadership style is likely to be the most effecti hing manufacturer.	ve for a	12
	Level	Description	Marks	
	4	Effective evaluation of which leadership style is likely to be most effective for a large clothing manufacturer	9–12	
	3	Limited evaluation of which leadership style is likely to be most effective for a large clothing manufacturer	7–8	
	2	Analysis and some application of which leadership style is likely to be most effective.	3–6	
	1	Understanding of leadership styles	1–2	
	0	No creditable content	0	
	 Size of demo Skills the m Type need worke Organ may b Amou Attitud the le leade may e Motiva appro Amou leade chang Perso Discussion Level 3 if a Effective e factors min 	cratic, laissez-faire or McGregor. of workforce – the larger it is the more difficult it may be cratic and laissez-faire. and experience of workforce – lower the skill and exper- ore likely is autocratic and Theory X. of decisions being made – instant decisions and emerge autocratic style. Decisions relating to the long-term well- ers better with democratic style. hisation structure – flat needed for laissez-faire to work we be more autocratic but democratic is also evident. Int of delegation – none = autocratic, most = laissez faire des to decision making – culture of the business may ha adership style over time and expectations exist as to the rship style to adopt. Workers may expect to be told what expect to be consulted. ation of the workforce – low level motivation may need a ach; high motivation may require laissez-faire. Int of change – rapid changes in strategy require strong, rship, possibly with a democratic approach to a point bu- ge to autocratic if resistance is encountered. anality of the leader – eg decisive, forceful, easy-going, of n of the above relevant points will only move a candidate a reasonable attempt at application to the context is mate- evaluation is likely to consider specific scenarios where a ght work together and therefore candidates will be able nost effective leadership style may vary.	ience level encies -being of well. Tall e. we shaped e best t to do or autocratic decisive t able to open. e into de. a variety of	

Question		Answer		Marks
6		retail business should stay small rather than setting ective'. Do you agree? Justify your answer.	growth	20
	Level	Description	Marks	
	5	Effective evaluation of whether a family retail business should stay small rather than setting growth as an objective, with a clear justified decision	17–20	
	4	Good analysis and limited evaluation of whether a family retail business should stay small rather than setting growth as an objective	13–16	
	3	Analysis of the benefits of remaining small with application to a family retail business	11–12	
	2	Limited analysis of the benefits of remaining small / or the problems/advantages of growth as an objective	5–10	
	1	Understanding of business size and /or growth objectives	1–4	
	0	No creditable content	0	
	 A trad \$1 mil Growt future Positive ar Small Profits Strong A sma high p Better Growt Growt Growt Borowt Stayin demar 	working atmosphere as employees know each other. h requires capital which may not be available. h requires systems and procedures to be developed. h will require recruitment and possibly new premises. h may require management techniques not possessed y	ess in the charge within the	

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Question	Answer	Marks
6	 Negative analysis of the statement could include: Staying small is not very challenging for an entrepreneur with strong ambitions. May be unable to take advantage of market growth so lose market share to competitors. Growth may increase profitability by taking greater advantage of reduced costs through economies of scale. Growth may increase sales revenues by selling a wider range of products or increasing the number of outlets to cater for increasing demand. Growth provides a business with greater focus and can motivate the employees. Internal growth can build on existing activities – products, quality, specialisation, concentrating resources on doing what the firm is already good at so should be supported by customer loyalty. External growth can spread the business name quickly to new locations. Evaluation may recognise that: There are different markets and circumstances influencing small business owners and unless circumstances change there may be no need to consider growth. Staying small may be profitable enough for the owner and there may be no desire to grow. A lot may depend on the family members may have greater ambitions than older ones. A lot may depend on the skills and finance available within the 	
	business as well as the potential for growth in the market. In a recession staying small is advisable but, in a boom, internal growth will be justified.	

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Question		Answer		Marks
7(a)	-	ow a business might use break-even analysis when a new product.	ı planning	8
	Level	Description	Marks	
	4	Good analysis of how a business might use break- even analysis when planning to launch a new product	7–8	
	3	Some analysis of how a business might use break- even analysis when planning to launch a new product	5–6	
	2	Some explanation/application of the use of breakeven analysis.	3–4	
	1	Understanding of breakeven analysis	1–2	
	0	No creditable content	0	
	differe neithe calcula • For a l or sale the pro calcula • Helps go ahe • Helps produc • Can b breake • Encou and re need t	even analysis uses revenue, fixed costs and variable c int production levels to show at what point the business r a loss or a profit. This can be shown on a graph or in a ation (BE = FC/R–VC). Credit examples. business planning to launch a new product, it shows wh es they need to make before they begin to make profit, I edictions of revenues and costs. Is reliant on accurate ations of fixed and variable costs. to judge the viability of the new product so informs the o ead with the launch. Useful planning tool. to understand the level of risk involved in the launch of ct and decide whether to take it. e used to persuade potential lenders/investors of finance even analysis is encouraging. Irages the focus on keeping costs down by monitoring e evenues. Costs can change over time so breakeven anal- to be amended. In of safety shows how far sales can fall before a loss is of early problems arising.	will make a hat output based on decision to the new the new the new se if the expenses alysis will	
	Candidate	s may well consider the limitations of break-even analys	sis.	

Question		Answer		Marks
7(b)		he <u>factors</u> that directors of a large pharmaceutical c onsider when choosing how to finance growth.	ompany	12
	Level	Description	Marks	
	4	Effective evaluation of the factors that directors of a large pharmaceutical company should consider when choosing how to finance growth	9–12	
	3	Limited evaluation of the factors that directors of a large pharmaceutical company should consider when choosing how to finance growth	7–8	
	2	Analysis and some application of factors that should be considered when choosing how to finance growth	3–6	
	1	Understanding of sources of finance and/or factors to consider when choosing how to finance growth	1–2	
	0	No creditable content	0	
	 capita crowd Under owner financ busine financ Limite contro Track recogn to rais State is high High in ideal a busine High a retaine a quic Short neede the ide 	record of success makes borrowing easier. Well known hised brands likely to be a PLC and able to offer new sh he large amounts of finance. of the economy – borrowing is easier in a boom when ca h. Business may delay growth until it is easier to borrow interest rates make borrowing expensive. Retained profit as no interest to pay but only available to a previously pr ess. amount of funding for fairly short term could use overdra ed profit, one with high interest, the other with none. Wo k return from the growth to justify the overdraft. term injection of low amount of cash could sell assets no ed or sale and lease back. If a business is growing this n eal source of finance as will need more assets not less.	rofit, as ng term for st of ship and firm with hare issue onfidence money. t would be rofitable ft or ould need o longer nay not be may be	