



Friday 23 May 2014 – Morning

**AS GCE
APPLIED INFORMATION AND COMMUNICATION TECHNOLOGY**

G041/01 How Organisations Use ICT

Candidates answer on the Question Paper.

OCR supplied materials:

- Instructions for Candidates G041/01/IC (inserted)

Other materials required:

- Candidates pre-prepared materials for pre-release tasks 1, 2 and 3

Duration: 1 hour 30 minutes



Candidate forename		Candidate surname	
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Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- The Insert will be found inside this document.
- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer **all** the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Attach your pre-prepared material for tasks 1–3.
- Do **not** write in the bar codes.

INFORMATION FOR CANDIDATES

- The number of marks is given in brackets [] at the end of each question or part question.
- The total number of marks for this paper is **100**.
- This document consists of **12** pages. Any blank pages are indicated.

For Examiner's Use		Max
Task 2		15
Task 3		15
1		6
2		4
3		6
4		8
5		10
6		10
7		6
8		2
9		8
10		10
Total		100

SECTION A

This section relates to the case study on Progress Local Supermarkets (PLS).

- 1 The Office Services Director in PLS is responsible for a number of job functions. One of these is human resources (HR).

Identify the **three** other job functions that this director is responsible for and describe **one** task done by each job function.

Job function 1

Task

.....

Job function 2

Task

.....

Job function 3

Task

.....

[6]

- 2 Describe the role of the Distribution Manager in PLS.

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..... [4]

3 PLS has a hierarchical organisational structure. The Managing Director is at the top of the structure.

(i) Identify the **two** job roles of staff in a supermarket who are at the base of the organisational structure.

1

2

[2]

(ii) Describe the reporting line between the member of staff and the Managing Director for **one** of these job roles.

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[4]

4 Payment of supermarket staff is an important process in PLS.

(a) (i) Identify the **one** item of information entered into the payroll system by the HR assistants.

..... [1]

(ii) Describe how this information is obtained.

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..... [3]

(b) Describe the processing **and** calculation required to give the net monthly pay for an hourly paid member of staff.

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..... [4]

5 An ICT system is used in PLS supermarkets for **re-stocking**.

Describe **one** example of each of the following for this system:

(i) hardware

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..... [2]

(ii) software

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..... [2]

(iii) input data

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..... [2]

(iv) processing

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..... [2]

(v) outputs

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..... [2]

6 The Operations Director at PLS is considering the introduction of an automated warehouse system.

(a) Explain **one** strength of the current system used in the warehouse.

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..... [2]

(b) Explain **one** weakness of the current system used in the warehouse.

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..... [2]

(c) Discuss the impacts on the company and its staff of introducing an automated system in the warehouse.

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..... [6]

7 The Sales and Marketing Director wants to introduce a customer loyalty scheme to PLS. This will require them to collect personal data from customers.

Explain **three** steps PLS must take when collecting and storing customer data to ensure it complies with the Data Protection Act (1998).

1

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2

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[6]

SECTION B

You do not need the case study or your notes to answer these questions.

8 A company that supplies petrol and diesel to motorists is an example of a commercial organisation.

Describe the main purpose of a commercial organisation.

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..... [2]

9 A company that sells goods online communicates with its customers by email for different purposes.

(a) Describe **two** different purposes the company could use email for, when communicating with customers.

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..... [4]

(b) Explain **two** problems for the company associated with using email.

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10 Technological developments and the increased use of ICT have meant that an increasing number of office-based staff can work from home.

(a) Explain **one** positive effect on staff of working from home.

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..... [2]

(b) Explain **two** negative effects on staff of working from home.

1

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2

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..... [4]

(c) Explain **one** benefit and **one** limitation to the employer of staff working from home.

Benefit

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Limitation

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..... [4]

END OF QUESTION PAPER

10
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