THIS IS A NEW SPECIFICATION

OCR
RECOGNISING ACHIEVEMENT

ADVANCED GCE

BUSINESS STUDIES

People in Organisations

F295

Candidates answer on the Question Paper

OCR Supplied Materials:
- Resource Booklet

Other Materials Required:
- Calculators may be used

Friday 11 June 2010
Afternoon

Duration: 2 hours

Candidate Forename		Candidate Surname	

Centre Number						Candidate Number				

INSTRUCTIONS TO CANDIDATES

- Write your name clearly in capital letters, your Centre Number and Candidate Number in the boxes above.
- Use black ink. Pencil may be used for graphs and diagrams only.
- The information required to answer questions 1–6 is contained within the Resource Booklet.
- Read each question carefully and make sure that you know what you have to do before starting your answer.
- Answer **all** the questions.
- Do **not** write in the bar codes.
- 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).

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 **60**.
- The quality of your written communication will be taken into account when marking your answers to questions labelled with an asterisk (*).
- This document consists of **12** pages. Any blank pages are indicated.

A calculator may be used for this paper

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Answer **all** questions.

1 **(a)** Using Table 2, calculate the percentage of the total **number** of holidays sold in May 2009 which were sold by Liz.

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Answer: ..... **[2]**

(b) Calculate the difference in the total **value** of holidays sold in May 2008 and May 2009.

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Answer: ..... **[2]**

2 Analyse **two** possible human resource reasons why Stephanie may have sold more holidays than Liz.

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3 Analyse **two** ways in which data protection legislation may affect the operation of SoonGo (Travel Agents) Ltd (SG).

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4* Evaluate methods of staff appraisal that SG could use.

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5* Recommend and justify an appropriate strategy for SG to improve its workforce performance measurement criteria.

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6* Considering HR **and other issues** should SG end its training programme? Justify your answer.

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