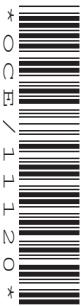




**ADVANCED GCE  
BUSINESS STUDIES**  
People in Organisations

**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				
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Centre Number						Candidate Number			
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**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

**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.

.....  
.....  
.....

Answer: ..... [2]

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

.....  
.....  
.....

Answer: ..... [2]

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

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

[6]

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

[6]

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

. [13]

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

. [13]

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



. [18]

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