

**ADVANCED GCE
BUSINESS STUDIES**
People in Organisations**F295**

Candidates answer on the question paper.

OCR supplied materials:

- Resource booklet

Other materials required:

- A calculator may be used

**Friday 10 June 2011
Morning****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, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. Pencil may be used for diagrams only.
- The information required to answer questions 1–6 is contained within the resource booklet.
- 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).
- Answer **all** the questions.
- 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 **60**.
- The quality of your written communication will be taken into account when marking your answer to the question labelled with an asterisk (*).
- This document consists of **16** pages. Any blank pages are indicated.

**A calculator may
be used for this
paper**

Answer **all** questions.

- 1 Using Table 1, calculate the difference in pay for a BNL employee if the proposed piece rate system is introduced.

(Assume an employee works 46 hours on the present pay system and is able to pack nine pallets an hour for 46 hours in the proposed piece rate system.)

Answer: [4]

- 2** Analyse **two** likely benefits to BNL of changing the method of payment for its employees to a piece rate system.

. [6]

- 3** Analyse **one** possible consequence for BNL if an employment tribunal upheld Bahadar's claim for unfair dismissal.

- [6]

- 4** Discuss whether it would be appropriate for Gupta and Jim to change their styles of leadership.

. [13]

- 5** Evaluate the main barriers to effective communication at BNL.

[13]

. [13]

- 6*** Considering human resources **and other issues**, should BNL introduce a system of employee participation? Justify your view.

. [18]

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