

Thursday 26 January 2012 – Morning

A2 GCE BUSINESS STUDIES

F295/01 People in Organisations

Candidates answer on the Question Paper.

OCR supplied materials:

- Resource Booklet

Other materials required:

- A calculator may be used

Duration: 2 hours



Candidate forename		Candidate surname	
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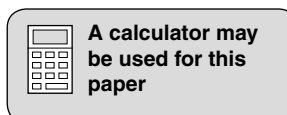
Centre number						Candidate number				
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INSTRUCTIONS TO CANDIDATES

- Write your name, centre number and candidate number in the boxes above. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- The information required to answer questions 1–6 is contained within the Resource Booklet.
- 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).
- 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**.
- Your Quality of Written Communication will be assessed in questions marked with an asterisk(*).
- This document consists of **16** pages. Any blank pages are indicated.



Answer **all** questions.

1 Using Table 1, calculate:

(a) the productivity of the catering staff in the production of bread rolls in 2011:

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Answer: [2]

(b) the wastage rates for the production of cakes in 2011:

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Answer: [2]

2 Analyse **two** possible **human resource** reasons why productivity levels have fallen between 2010 and 2011.

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[6]

4 There are a number of barriers to effective communication at DCL.

Evaluate the extent to which these barriers may affect DCL.

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A series of 25 horizontal dotted lines spanning the width of the page, providing a template for handwriting practice.

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