

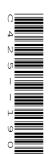
Tuesday 15 January 2019 – Morning

LEVEL 3 CAMBRIDGE TECHNICAL IN BUSINESS

05837/05878 Unit 15: Change management

Duration: 1 hour 30 minutes

C425/1901



You must have:

 a clean copy of the resource booklet (insert C428).

You may use:

a calculator

First Name		Last Name									
Centre Number						Cano Num	lidate ber				
Date of Birth	D	D	M	М	Υ	Υ	Υ	Y			

INSTRUCTIONS

- Use black ink.
- Complete the boxes above with your name, centre number, candidate number and date of birth.
- Answer all the questions.
- Write your answer to each question in the space provided.
- If additional answer space is required, you should use the lined page(s) at the end of this booklet. The question number(s) must be clearly shown.

INFORMATION

- The total mark for this paper is 60.
- The marks for each question are shown in brackets [].
- This document consists of 12 pages.

FOR EXAMINER USE ONLY				
Question No	Mark			
1	38			
2	22			
Total	/60			

Answer all questions.

Use the information provided in the **Resource Booklet** to answer the following questions.

Refer to Resource 1.

1

(a)	Outline two external drivers of change at Citru Ltd.
	1
	[3]
	2

.....[3]

(b)	Citru Ltd plans to open a factory shop that sells directly to the public. Analyse four likely barriers to this change at Citru Ltd.								
	Which one of these four barriers is likely to have the greatest impact on <i>Citru Ltd</i> if it is not managed successfully? Give reasons for your choice. [16]								

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•••••		 			 	

2 Refer to Resource 2.

(a)

Identify and explain three possible impacts on <i>Citru Ltd's</i> production workers of working in the factory shop.
1
[2]
•
2
[2]
3
[2]

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(b) Analyse the qualitative and quantitative data shown in **Resource 2**.

Justify your	answer.			[16
				•
	•••••	 	 	

END OF QUESTION PAPER

ADDITIONAL ANSWER SPACE

If additional answer space is required, you should use the following lined pages. The question number(s) must be clearly shown – for example 1(c) or 2(b).



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