

Write your name here

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Business, Administration and Finance
Level 2
Unit 7: Responding to Change in Business

Tuesday 8 June 2010 – Morning Time: 1 hour	Paper Reference BA207/01
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You do not need any other materials.

Total Marks

Instructions

- Use **black** ink or ball-point pen.
- **Fill in the boxes** at the top of this page with your name, centre number and candidate number.
- Answer **all** questions.
- Answer the questions in the spaces provided – *there may be more space than you need.*

Information

- The total mark for this paper is 40.
- The marks for **each** question are shown in brackets – *use this as a guide as to how much time to spend on each question.*

Advice

- Read each question carefully before you start to answer it.
- Keep an eye on the time.
- Try to answer every question.
- Check your answers if you have time at the end.

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Some questions must be answered with a cross in a box ☒. If you change your mind about an answer, put a line through the box ☒ and then mark your new answer with a cross ☒.

1 A series of small changes that make a difference and happen over a period of time is known as:

A	planned change	<input type="checkbox"/>
B	radical change	<input type="checkbox"/>
C	transformational change	<input type="checkbox"/>
D	incremental change	<input type="checkbox"/>

(Total for Question 1 = 1 mark)

2 Which **one** of the following is **most** likely to be caused by an economic downturn?

A	A rise in unemployment	<input type="checkbox"/>
B	A fall in the ageing population	<input type="checkbox"/>
C	An increase in immigration	<input type="checkbox"/>
D	A decrease in levels of poverty	<input type="checkbox"/>

(Total for Question 2 = 1 mark)

3 Which **one** of the following is a direct method of measuring the impact of change on employees?

A	Staff turnover	<input type="checkbox"/>
B	Interviewing staff	<input type="checkbox"/>
C	Customer satisfaction surveys	<input type="checkbox"/>
D	Profit levels	<input type="checkbox"/>

(Total for Question 3 = 1 mark)

4 Which **one** of the following is most likely to be an advantage to a business responding to change?

A	The staff training budget will reduce	<input type="checkbox"/>
B	Competitors will be more successful	<input type="checkbox"/>
C	There is a better chance of survival	<input type="checkbox"/>
D	The business will have to relocate	<input type="checkbox"/>

(Total for Question 4 = 1 mark)



5 A business is investing in updating its assembly line.

Which **one** of the following is **most** likely to be an advantage of this change to the employees?

A	A reduction in stress levels	<input type="checkbox"/>
B	Production will be more efficient	<input type="checkbox"/>
C	Job losses could occur	<input type="checkbox"/>
D	Opportunities for developing new skills	<input type="checkbox"/>

(Total for Question 5 = 1 mark)

6 A business can be influenced by environmental change.

Give **one** example of environmental change.

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(Total for Question 6 = 1 mark)

7 Explain how a change in employment legislation can influence a business.

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(Total for Question 7 = 4 marks)



Read the information below and then answer the questions that follow.

8

New Look has relocated 250 job-roles from Weymouth to London to create a head office in the capital in a bid to become a global fashion retailer.

The Chief Executive, Carl McPhail, stated that as many staff as possible would be relocated, and offered attractive retention packages.

He told Retail Week that the move was “about preparing for growth” and “attracting the best talent” to the business.

“We have an ambition to be an international fashion business. London is a key fashion capital. Our competitors are based there, making the talent pool deeper and wider.”

He said a London office will make it easier to travel to its overseas operations including France, Belgium and the Middle East.

(Source: adapted from www.retail-week.com)

(a) With reference to the above information, identify **two** factors that have caused New Look to relocate some job-roles to London.

(2)

1

2

(b) Name **two** benefits to a business of keeping pace with change.

(2)

1

2



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