

Write your name here

Surname

Other names

**Edexcel  
Principal Learning**

Centre Number

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Candidate Number

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

Thursday 19 January 2012 – Morning

**Time: 1 hour**

Paper Reference

**BA207/01****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.

Turn over ►

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**PEARSON**

Answer ALL questions.

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

- 1 Which **one** of the following is **most likely** to be an advantage of keeping pace with change for a young employee looking for promotion?

The employee can:

<b>A</b>	have more job share opportunities	<input type="checkbox"/>
<b>B</b>	work less hours	<input type="checkbox"/>
<b>C</b>	develop new skills	<input type="checkbox"/>
<b>D</b>	have more leisure time	<input type="checkbox"/>

(Total for Question 1 = 1 mark)

- 2 Making small changes to existing work processes is known as:

<b>A</b>	directive change	<input type="checkbox"/>
<b>B</b>	transformational change	<input type="checkbox"/>
<b>C</b>	incremental change	<input type="checkbox"/>
<b>D</b>	step change	<input type="checkbox"/>

(Total for Question 2 = 1 mark)

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

<b>A</b>	Customer satisfaction	<input type="checkbox"/>
<b>B</b>	Staff surveys	<input type="checkbox"/>
<b>C</b>	Staff turnover	<input type="checkbox"/>
<b>D</b>	Measuring productivity	<input type="checkbox"/>

(Total for Question 3 = 1 mark)

- 4 An increase in the paternity leave allowance will change which **one** of the following factors in the business environment?

<b>A</b>	Legal	<input type="checkbox"/>
<b>B</b>	Political	<input type="checkbox"/>
<b>C</b>	Environmental	<input type="checkbox"/>
<b>D</b>	Technological	<input type="checkbox"/>

(Total for Question 4 = 1 mark)

5 Which **one** of the following is **most likely** to be a benefit for a business keeping pace with change?

The business will:

<b>A</b>	offer more job security to staff	<input type="checkbox"/>
<b>B</b>	increase staff annual leave	<input type="checkbox"/>
<b>C</b>	have extended opening hours	<input type="checkbox"/>
<b>D</b>	have advantages over competitors	<input type="checkbox"/>

(Total for Question 5 = 1 mark)

6 A change in interest rates would affect which factor in the business environment?

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(Total for Question 6 = 1 mark)

7 Explain how an increase in the minimum wage could impact on business organisations.

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(Total for Question 7 = 4 marks)

8

As a result of the global economic recession that began in 2009, Boots has had to make 900 employees redundant. 750 of these worked in IT support based in the South East and 150 worked in manufacturing in the Midlands.

The cuts would reduce the operating costs of Boots by £56m in 2014. The aim would be to deliver efficiencies.

Paul Maloney of the GMB union said the cuts were 'really bad news' and the union would be seeking urgent talks with the company.

(a) Explain the likely impact on Boots of reducing its workforce by 900 employees. (4)

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(b) How would an employee whose job is safe deal with these changes? (4)

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(c) Using the information on page 4 and your own knowledge, discuss the possible negative reactions of employees who may be made redundant.

(8)

Dotted lines for writing.

**(Total for Question 8 = 16 marks)**

9

The use of online and mobile technologies is widespread in education.

For students, learning online or using mobile technologies is an exciting way of studying.

Using online or mobile technologies means students can be part of an electronic community. They can discuss, share, help and be helped, motivate themselves and others, and overcome any problems for students who work on their own.

The internet has led to a huge expansion of web-based resources that are available to all. It allows students to select their own resources from a range of sites. Students need to recognise which online resources are appropriate to their studies.

(a) Other than those given in the above information, identify **two** benefits to students of using online and mobile technologies.

(2)

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2 .....

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(b) Assess why developments in communication technologies could be described as **both** step change and incremental change.

(6)

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(c) In the last ten years the way employees work, where they work and how they work has changed because of developments in information and communication technologies (ICT).

Discuss the positive and negative impact of these changes on employees.

(6)

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**(Total for Question 9 = 14 marks)**

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**TOTAL FOR PAPER = 40 MARKS**

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