

H

National Qualifications

2022

Business Management (Questions)

Wednesday, 18 May

Instructions to Candidates;

Candidates should enter their surname, forename(s), date of birth, Scottish candidate number and the name and level of the subject at the top of their first answer sheet.

Total marks 90

SECTION 1, 30 marks,

It is recommended that you spend 15 minutes reading over the information provided for SECTION 1, which is supplied in a separate booklet before responding to the questions.

Attempt ALL questions,

SECTION 2, 60 marks

Attempt ALL questions.

You may use a calculator.

You must clearly identify the question number you are attempting on your answer sheet.

Marks are shown in square brackets at the end of each question or part question.

An o w in the margin indicates a new question.

An asterisk indicates information that differs in some respect to the information in the printed paper.

[Braille Page 2]. SECTION 1, 30 marks,

Read ALL the information in the separate booklet and attempt ALL the questions that follow.

The following questions are based on ALL the information provided and on knowledge and understanding you have gained whilst studying the course.

- o w 1a (i) Compare Police Scotland's ownership and control with a public limited company (plc). [2 marks].
- o w 1a (ii) Describe an objective for each of the following functional areas of Police Scotland: [3 marks]
- Human Resources
 - Finance
 - Marketing.
- o w 1b (i). Describe the role of the Chief Constable in the management of Police Scotland. [3 marks].
- o w 1b (ii). Explain one cost and one benefit of Police Scotland operating a tall organisational structure. [2 marks].
- o w 1c. Explain the impact on Police Scotland of the external factors in the case study. [4 marks].
- o w 1d (i) Discuss the advantages and disadvantages of the methods Police Scotland uses to select suitable candidates, as shown in Exhibit 1. [6 marks] .
- o w 1d (ii) Describe the ways Police Scotland could ensure that its recruitment and selection process complies with current legislation. [2 marks]
- o w 1e (i) Explain the reasons for Police Scotland preparing budgets as shown in Exhibit 2. [2 marks]
- o w 1e (ii) Describe the impact of Police Scotland's forecasted increasing expenditure, as shown in Exhibit 2. [2 marks]
- o w 1f Discuss the costs and benefits to Police Scotland of marketing through its social media network. [4 marks]

SECTION 2 60 marks

Attempt ALL questions.

- o w 2a Discuss the use of a just-in-time (J.I.T.) system for inventory management. [5 marks)

[Braille Page 3] o w 2b Justify the use of each of the following quality measures in the production process: [3 marks]

- Quality control
- Quality assurance
- Benchmarking.

- o w 2c Describe the factors to be considered when deciding on a method of production. [4 marks]
- o w 2d Describe the advantages and disadvantages of using computer-aided design (CAD). [3 marks]
- o w 3a Compare field research with desk research. [3 marks]
- o w 3b Describe the costs and benefits to an organisation of having a varied product portfolio. [5 marks]
- o w 3c Compare penetration pricing with skimming pricing. [3 marks].
- o w 3d Describe the ways a manager can assess the effectiveness of decisions. [4 marks]
- o w 4a Describe the sources of finance that a public limited company (plc) may use to expand. [3 marks]
- o w 4b Describe 4 pieces of financial information contained in an Income Statement. [4 marks]
- o w 4c Explain the effects of outsourcing on an organisation. [5 marks]
- o w 4d Discuss costs and benefits of Fairtrade. [3 marks]
- o w 5a Describe the 4 sectors of industry. [4 marks]
- o w 5b Discuss the advantages and disadvantages of using appraisal in the staff development process. [5 marks]
- o w 5c Explain the benefits of the following employee participation processes in improving employee relations: [3 marks]
- Worker directors
 - Works councils/consultative committees
 - Quality circles.
- o w 5d Describe the importance of workforce planning for an organisation. [3 marks]

[END OF QUESTION PAPER]