

Write your name here

Surname

Other names

Centre Number

Candidate Number

**Edexcel GCE**

# Applied Business

## Unit 1: Investigating People at Work

Monday 20 May 2013 – Afternoon

**Time: 1 hour 30 minutes**

Paper Reference

**6916/01**

**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 90.
- The marks for **each** question are shown in brackets  
– *use this as a guide as to how much time to spend on each question.*
- Questions labelled with an **asterisk** (\*) are ones where the quality of your written communication will be assessed  
– *you should take particular care with your spelling, punctuation and grammar, as well as the clarity of expression, on these questions.*

### 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**

Based in central Manchester, *Della Street PAs*, is an employment agency. It holds a database of people with particular skills who can be contracted to businesses on a temporary basis. The services that it offers its clients include secretarial, administrative, personal assistant, telephone answering and other business services.

Della Street opened *Della Street PAs* two years ago. She provides her clients with a reliable and professional service.

Della has run the business as a sole trader. *Della Street PAs* has grown in the last two years and her accountant has advised her to change the business into a private limited company.

- 1 (a) Give **two** reasons why *Della Street PAs* should become a private limited company. (2)

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- (b) Describe changes in the way *Della Street PAs* will operate if it becomes a private limited company. (4)

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Della sets an objective to retain all of her current clients during periods of economic difficulty.

(c) Outline why this is an appropriate objective for *Della Street PAs*.

(4)

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(d) Describe how the people *Della Street PAs* supplies to its clients can help make *Della Street PAs* successful.

(4)

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Some clients of *Della Street PAs* are organisations in the public sector.

(e) Explain **two** differences in the way that private sector and public sector organisations operate.

(6)

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**You are advised to read the question below, before choosing your business.**

**In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering Question 1(f).**

**Name of Business:** .....

**Main Activities:** .....

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(f) Analyse the working relationship between supervisors and the staff they supervise in this business.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering Question 1(g).

**Name of Business:** .....

**Main Activities:** .....

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(g) Explain **one** of the main aims of this business.

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(Total for Question 1 = 30 marks)



**2** *Della Street PAs* has continued to grow. Della needs to employ a database administrator. As part of the recruitment and selection process, Della will need to identify all the skills of each applicant.

**\*(a)** Discuss the different ways that this could be done.

**(12)**

[Handwriting area with horizontal dotted lines]



When recruiting, Della is careful to make sure that she does not discriminate between male and female applicants who have similar qualifications and skills.

(b) Give **two** other areas of discrimination legislation that Della will need to follow.

(2)

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(c) Examine why clients of *Della Street PAs* might need staff on a temporary basis.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering Question 2(d).

**Name of Business:** .....

**Main Activities:** .....

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(d) Outline **one** situation when this business would need to interview an existing member of staff.

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**3** Della's new database administrator is called Tony. Della is pleased with his standard of work and wishes to keep him as an employee.

(a) Explain **one** method Della could use to retain Tony in her employment.

(4)

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Della is a great believer in McGregor's Theory Y of motivation.

(b) Analyse how this affects the way Della manages the placement of people who are registered with her.

(4)

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Della has become increasingly aware that her business is under the influence of external issues she has no control over.

\*(c) Discuss the external issues that have an impact on *Della Street PAs*.

(12)

A series of horizontal dotted lines provided for writing the answer to the question.



**You are advised to read the question below, before choosing your business.**

**In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering Question 3(d).**

**Name of Business:** .....

**Main Activities:** .....

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(d) Examine the opportunities for internal promotion in this business.

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You are advised to read the question below, before choosing your business.

In the space below, record the details of ONE business that you have studied during your course. Refer to this business when answering Question 3(e).

**Name of Business:** .....

**Main Activities:** .....

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(e) Outline the holiday entitlement for employees in this business.

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**(Total for Question 3 = 30 marks)**

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**TOTAL FOR PAPER = 90 MARKS**

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