

Cambridge International AS & A Level

BUSINESS 9609/12

Paper 1 Short Answer and Essay

February/March 2020

1 hour 15 minutes



You must answer on the enclosed answer booklet.

You will need: Answer booklet (enclosed)

INSTRUCTIONS

- Section A: answer all questions.
- Section B: answer **one** question.
- Follow the instructions on the front cover of the answer booklet. If you need additional answer paper, ask the invigilator for a continuation booklet.

INFORMATION

- The total mark for this paper is 40.
- The number of marks for each question or part question is shown in brackets [].

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Section A (Short Answer)

Answer **all** questions.

You are advised to spend no more than 35 minutes on Section A.

1 (a) Define the term 'Product Life Cycle'. [2] **(b)** Explain **two** ways a business could extend a product's life cycle. [3] 2 (a) Define the term 'diversity' in a workforce. [2] **(b)** Explain **two** benefits to a business of employing a diverse workforce. [3] 3 Explain how better management of trade receivables and trade payables can improve cash flow. [5] (a) Define the term 'external economies of scale'. [2] 4 (b) Explain two internal economies of scale. [3] Section B (Essay) Answer one question only. 5 (a) Analyse the advantages of using different methods to measure the size of a business. [8] **(b)** Discuss whether a partnership is the best legal structure for an accountancy business. [12] 6 'Using the Internet for marketing is essential to the success of a smartphone retailer.' Do you agree with this statement? Justify your view. [20] 7 (a) Analyse the benefits to a business of motivating its employees. [8] (b) Discuss whether a salary is the best payment method for motivating employees of a shoe retailer. [12]

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