

Cambridge International Examinations

Cambridge International Advanced Subsidiary and Advanced Level

BUSINESS 9609/22

Paper 2 Data Response

May/June 2017

MARK SCHEME
Maximum Mark: 60

Published

This mark scheme is published as an aid to teachers and candidates, to indicate the requirements of the examination. It shows the basis on which Examiners were instructed to award marks. It does not indicate the details of the discussions that took place at an Examiners' meeting before marking began, which would have considered the acceptability of alternative answers.

Mark schemes should be read in conjunction with the question paper and the Principal Examiner Report for Teachers.

Cambridge will not enter into discussions about these mark schemes.

Cambridge is publishing the mark schemes for the May/June 2017 series for most Cambridge IGCSE[®], Cambridge International A and AS Level and Cambridge Pre-U components, and some Cambridge O Level components.

 ${\rm \rlap{R}\hskip-1pt B}$ IGCSE is a registered trademark.

This document consists of **20** printed pages. CAMBRIDGE



Question	Answer					
1(a)(i)	Define the term 'long term sources of finance' (lines 18–19).					
	Knowledge and Applicat	ion	Mark			
	A correct definition		2			
	A partial, vague or unfocused definition		1			
	No creditable content		0			
	A correct definition should cover the following: Understanding of 'source(s) of finance' – any reference to where money/capital/cash etc. comes from i.e. reference to a source of finance, such as a mortgage or equity (i.e. shares, debentures) Understanding of 'long term' – this can be reference to any time period more than a year					
	Exemplar	Rationale				
	When a business gets money from a bank for more than a year	2	Both elements covered			
	Finance for more than a year, e.g. Mortgage	2	Both elements covered			
	Money that the business gets from a bank that does not need to be paid back quickly	1	Understanding of source of finance but too vague about long term			
	A way to get new cash into the business that does not have to be paid back for a long time	1	An understanding of source of finance but 'long time' is too vague and partly tautological.			
	A long term source of finance is a source of finance that does not have to be paid back for a long time.	0	Tautological, showing no understanding.			

© UCLES 2017 Page 2 of 20

May/June 2017

Question		Answer					
1(a)(ii)		ly explain the term 'diversity and	-	(line 14).		3	
	Awar	d one mark for each point of explan	ation:				
	С	Example or some other way of shunderstanding, i.e. A developmen in B, link to motivation, link to cultirequirements etc.	t of an exa		1 mark		
	В	Understanding of diversity – differ employees, or an example of different			1 mark		
	Understanding of equality – no discrimination in the workplace – do not just reward 'are equal' there must be some understanding of treating people equally						
	emplo	scrimination in the workplace, for expenses. Can be used to develop a rects and keep employees. Exemplar			oloyer. Helps		
	diffe treat	ting rid of discrimination between erent groups of worker, and ting them equally which is a legal airement	3	All three ele	ements		
	Treating all workers the same way no matter what differences they might have, such as men and women should be paid equally if they do the same job		3	All three ele	ements		
		ng employees equal rights for erent people, such as different es	2	A and B ma	rk		
	Equ	al rights for different races	1	B mark only	,		
	Eve	rybody has the same treatment	1	A mark only	,		

© UCLES 2017 Page 3 of 20

uestion	Answer						
1(b)(i)		alculate the tot		e of market sales in country A was of sales for the three largest	;		
	Mark			Rationale			
	3	businesses (wi OR Correct calcula	Correct calculation the total value of sales for the three largest businesses (with or without working or \$ or m) OR Correct calculation of all three companies value of sales (\$14m, \$11m and \$10m) (with or without working or \$ or m)				
	2			o of the top three companies value of vorking or \$ or m)			
	1	Correct formula or correct calculation of % share of top three companies (70%- with or without working or %) OR Correct calculation one of the top three companies value of sales (with or without working or \$ or m)					
	0						
	Top 3 =	28% + 22% + 20 \$50m · 70% (70	0% = 70% 0/100) = \$				
	Commor	n incorrect answe	ers				
		Answer	Mark	Rationale			
	35		3	Allow an answer of 35 with or without \$ or m (no working required)			
	28% = 3 22% = 3	•	2	Two correct			
	70		1	Allow this for 1 mark, even without working. Any variation of 70 worth 1 mark			
	28% = 3 22% = 3 20% = 3	\$11m	3	All correct but no total			

© UCLES 2017 Page 4 of 20

			Answer		Marks
1(b)(ii)		ppropriate metho easure the size o	ods (other than market share) th f PP.	nat could	3
	Level	Knowl	edge and Application	Mark	
	2b (APP+APP)	Knowledge and to measure the s	understanding of TWO methods size of PP	3	
	2a (APP)	Knowledge and to measure the s	understanding of ONE method size of PP	2	
	1 (K)	Knowledge and measure the size	understanding of method(s) to e of a business	1	
		No creditable co	ntent	0	
	K marks can or instances	nly be awarded O	NE mark in total, no matter how n	nany	
	Number of likely to ha	ive a large numbe e.g. chain 1 has 1	onal chain with 10% of the nationa or of employees therefore a large to 5% of \$50 m which is \$5 m, this w		
	Method of m		Possible context (APP)	vould be a	
	Method of mo	easurement (K)		ational umber	
		easurement (K) nployees	Possible context (APP) National chain with 10% of the n market is likely to have a large n	ational umber ousiness	
	Number of en	easurement (K) nployees es turnover	Possible context (APP) National chain with 10% of the n market is likely to have a large n of employees therefore a large but Use of figures from Fig 1 to show	ational number pusiness v	
	Number of en	easurement (K) hployees es turnover s employed	Possible context (APP) National chain with 10% of the n market is likely to have a large n of employees therefore a large buse of figures from Fig 1 to show comparative size Reference to the likely capital/as a pizza business might have e.g	ational umber ousiness v ssets that . tables,	
	Number of en Revenue/Sale Capital/assets	easurement (K) hployees es turnover s employed	Possible context (APP) National chain with 10% of the n market is likely to have a large n of employees therefore a large but Use of figures from Fig 1 to show comparative size Reference to the likely capital/as a pizza business might have e.g kitchens etc. Pizza-shops/restaurants – must	ational umber ousiness w ssets that tables,	

© UCLES 2017 Page 5 of 20

Question		Answer						
1(c)	Analyse manage	two factors Paul should or.	onsi	der when selecting a resta	urant	8		
	Level	Knowledge and applica	tion	Analysis				
	2	Shows understanding of TWO factors of selection in context	4	Good analysis of TWO factors of selection in context	4			
		Shows understanding of ONE factor of selection in context	3	Good analysis of ONE factor of selection in context	3			
	1	Shows understanding of TWO factors of selection	2	Limited analysis of TWO factors of selection	2			
		Shows understanding of ONE factor of selection	1	Limited analysis of ONE factor of selection	1			
	0	No creditable content						
	Highlight the factors as you mark One factor analysed in context, max 3+3 Contextual analysis likely to come from: Need to have customer service experience; marketing skills, communication etc. Will be in charge of other employees; management skills Will require skills in inventory management New business so may need to be willing to work on lower salary							

© UCLES 2017 Page 6 of 20

9609/22

Question		Answer		М
	Examples of factors of selection	Examples of application/context	Examples of possible analysis	
	Qualifications	Any relevant restaurant management qualifications, customer service qualifications, inventory management etc Diversity and equality	Better qualified manager → improved customer service → more sales → more profit	
	Location	Local town in country A – will need to live here or can relocate.	Lives near restaurant → more likely to be on time to work → better staff management	
	Skills	Customer service, supervising employees, inventory management.	Good inventory management → less wastage in the restaurant → lower costs → increased profit	
	Experience	In other (pizza) restaurants, one of the competitors, other PP restaurants. Experience in customer service, supervising employees, inventory management.	Worked in another PP restaurant → knows the procedures → less training needed → lower costs → increased profit	
	Cost			

© UCLES 2017 Page 7 of 20

1(d)	Answer Evaluate whether Paul should enter into a franchise agreement with PP.						
	Knowledge and Application (4 marks)	Mark	Analysis and Evaluation (7 marks)	Mark			
			Justified evaluation based on arguments in context	7			
			Developed evaluation based on arguments in context	6			
			An evaluative statement based on arguments in context	5			
	Shows understanding of	3–4	Argument (two sided) based on the impact(s) of Paul entering into a franchise agreement with PP	4			
	PP entering into a franchise agreement		Argument (one sided) based on the impact(s) of Paul entering into a franchise agreement with PP	3			
	Shows knowledge of	4.0	Limited analysis of TWO impacts of entering into a franchise agreement	2			
	franchises	1–2	Limited analysis of ONE impact of entering into a franchise agreement	1			
	No creditable content						
	Impacts can be positive or no positive and negative impact	egative – 's. uments l	1				

© UCLES 2017 Page 8 of 20

Question	Answer	Marks
Question	Context/content: Advantages less risk to Paul as he benefits from the expertise and reputation of PP brand Assistance from PP so Paul makes less mistakes in his business-decisions such as the policies for diversity and equality; Access to local marketing and the PP website will help generate sales; Disadvantages Up-front costs to purchase the franchise (\$40 000); The royalty fee of 5% may be a drain on his cash flow Clash of ideas as Paul will have to follow the criteria set out in his franchise agreement – this may limit his freedom to make decisions. Evaluation is likely to come from a candidate: 1. Judging whether the advantages outweigh the disadvantages 2. Weighting their response, for example, "this is the main advantage	Marks
	because" is likely to lead an evaluative response.	

© UCLES 2017 Page 9 of 20

Question Answer Marks

An example of how an answer could develop and how it should be annotated.

К	АРР	AN	ANAN (one sided)	EVAL
	An independent restaurant would cost \$25 000 whereas a PP franchise is \$40 000. (APP)	Which increases the costs of staring up a restaurant to Paul. (AN)	Which increases the costs of starting up a restaurant to Paul and may make it harder to break even or survive in his first year of trading. (ANAN – one sided)	Overall Paul should enter into a franchise agreement because the extra sales are likely to cover the extra costs. (EVAL – statement)
It is expensive to set up a franchise. (K)	National above the line promotion will be provided within the setup cost. (APP)	Which is likely to increase sales in the first year. (AN)	However the reputation of PP may gain more sales in the first year making it more likely that he would break even and survive. (ANAN – two sided)	However he should do some market research to see just how much more the sales would be in a PP franchise. (EVAL – developed) If the extra sales did not cover the extra costs then he would probably be better opening the independent restaurant. (EVAL – justified)

© UCLES 2017 Page 10 of 20

Question	Answe	er			Marks		
2(a)(i)	Define the term 'batch production' (line 3).						
	Knowledge and Applicat	ion		Mark			
	A correct definition			2			
	A partial, vague or unfocused definition			1			
	No creditable content			0			
	Go through production process together before moving on to the next Batch production is where quantities of identical goods are produced in small groups. They go through the production process at the same time. Production is then switched over to allow another batch to be produced. Example(s) not required.						
	Exemplar	Mark	F	Rationale			
	Batch production is where quantities of identical goods are produced together and then move on to the next process	2	A corre	ect definition			
	A group of products go from one stage of production to the next together	2	Both el	ements d			
	When products are made in small quantities	1	Partial	definition			
	Products made one a time 0 Confus product		ion with job tion				
	Products made continuously and are all the same	0		ion with ass production			

© UCLES 2017 Page 11 of 20

Question		Answer						
2(a)(ii)	Briefly explain the term 'co-operative' (line 1).							
	Award	d one mark for each point of explan	ation:					
	С	Example or some other way of she understanding, i.e. bulk buying, comotivational, slow decision making point used in B etc.	mmon in	agriculture,	1 mark			
	В	Responsibilities are shared Owners may contribute to the business Shared decision making All members have one vote Profits are shared	running c	of the	1 mark			
	Α	Owned/financed by workers/d	ustomers	/members	1 mark			
	The profits are shared with workers. Workers (owner) do not have to run to business, they will vote for Directors. In smaller co-operatives such as worker co-operatives then workers may also run the business. Exemplar Mark Rationale							
	shar QL is	nbers (A) own a co-operative and e the running (B) of the business. s a worker co-operative which n the workers are the members	3	A, B and C				
	custo	r-operative can be owned by omers or workers (A) who will have a vote (B). Because they it, they are motivated for it to do (C).	3	A, B and C				
		operative has shared profit (A) responsibilities (B)	2	A and B				
		nbers (A) who join together to efit from bulk buying (C)	2	A and C				
	who busi	-operative is made up of people share the responsibilities of the ness (B). Each person has a vote the decision making is shared.	1	Three point from B, so o mark.				

© UCLES 2017 Page 12 of 20

Question		Answer	Marks			
2(b)(i)	Refer to Table 1. Calculate the gross profit margin for 2016.					
	Mark	Rationale				
	3	Correct calculation of gross profit margin (with or without working or %)				
	2	Correct formula and correct calculation* of gross profit				
	1	Correct formula or correct calculation* of gross profit				
	0 No creditable content					
	Formula can be implied through the correct use of figures *working required or explicit identification					
	Gross p Reven	ue · 100				
	= 240 - 80 = 160					
	$=\frac{160}{240}$.	100 = 66.67% (accept 66.7% and 67%)				
		Allow an answer of 66% or 66.6% or 66.66% as a TWO mark answer with or without working as the candidate has made one mistake in not rounding correctly.				
		Also allow an answer of 0.67 as a TWO mark answer with or without working as the candidate has made one mistake by not calculating a percentage				
		I marks for a correct answer with or without working or % 66.7% or 66.67%				

© UCLES 2017 Page 13 of 20

Question	Answer			Marks	
	Common incorrect answers				
	Answer	Mark	Rationale		
	GP=160	1	Explicit identification of gross profit		
	\$160	0	We have to assume this is an answer to the question and with no working, this is incorrect and therefore no marks		
	66%	2	Correct formula (implied) and correct (explicit) calculation of gross profit but the calculation of the GP margin is incorrect (with or without working)		
	0.67	2	Allow with or without working		
	$240 - 80 - 20 = 140$ $\frac{140}{240} \cdot 100 = 58.33\%$	2	Formula mixed up with net profit margin, so wrong formula, but correct calculations based on this wrong formula		
	58.33%	0	A wrong answer with no working		
	$\frac{90}{150}$ · 100 = 60%	2	Formula is correct (implied) but 2014 figures have been used correctly OFR		
	$\frac{115}{180} \cdot 100 = 63.89\%$	2	Formula is correct (implied) but 2015 figures have been used correctly OFR		

Question	Answer				Marks		
2(b)(ii)	Explain the importance of profitability to QL.						
	Level	Know	ledge and Application	Mark			
	2 (APP)	Explanation an context	3				
	1b (KK)	Explain an impo	2				
	1a (K)	Identify an impo	1				
	0	No creditable co	ontent	0			
	Candidates do not need to show their knowledge of either profit or profitability. They need to explain an IMPORTANCE of profitability. Context and content is likely to come from: Profits pay owner/workers income, so profitability is essential As QL expands into Option A or Option B it will need to maintain profitability						
	Importance ((K)	Possible context (APP)				
	The achieve the business	the objectives of	In QL the gross profitability is impered (60% in 2014, 63.89% in 2015 at 66.67% in 2016 OFR) Net profit has also been improvir in 2014, 55.56% in 2015 and 58. 2016)	nd ng (50%			
	To avoid bus	iness failure	QL has made a profit in each of three years	the last			
		fund business QL needs the profits/profitability to fund the expansion into Option A or Option B					
	To reward ow	vners	Owners are the ten owner-worke make up the co-operative – withe they are likely to sell the busines	out pay			
	To make a pr	ofit	The owner/workers will derive the income form QL	eir			
	To assess but performance	ısiness	QL could benchmark themselves similar bag producing business	against			

© UCLES 2017 Page 15 of 20

Question	Answer					Marks	
2(c)	Analyse <u>one</u> advantage and <u>one</u> disadvantage to the other ownerworkers of Iqbal's leadership style.					8	
	Level	Knowledge and application		Analysis			
	2 de	Shows understanding of democratic leadership in context	3–4	Good analysis of one advantage and one disadvantage of democratic leadership in context	4		
				Good analysis of one advantage or one disadvantage of democratic leadership in context	3		
	Shows knowledge of leadership styles	1–2	Limited analysis of one advantage and one disadvantage of leadership style	2			
			Limited analysis of one advantage or one disadvantage of leadership styles	1			
	0 No creditable content						
	Leadership styles outlined in the specification are: Autocratic, democratic, laissez-faire, Theory X and Theory Y (McGregor) Annotate advantages in the left hand margin and disadvantages in the right hand margin Content (K) is likely to come from: Advantages:						
	More ideas taken into account Better communication Improved motivation Shared objectives/vision Reduced employee turnover Disadvantages: Decisions may be discussed but the leader still makes the decisions – could demotivate Time wasted in discussion Employees may not have the 'full picture'						

© UCLES 2017 Page 16 of 20

Examples of features of			
democratic leadership	Examples of application/context	Examples of possible analysis	
More ideas – advantage	The other nine owner/workers can add their ideas	Better decisions → revenue to continue to increase → profits for the owner/workers to continue to increase	
Better motivation – advantage	More efficient production of bags, cases and wallets	Lower cost of production → less cost of sales → higher gross profit → more return for the owner workers	
Wasted time in discussion – disadvantage	Less time for production of bags, cases and wallets	Increased cost of production → higher cost of sales → lower gross profit → less return for the owner workers	
Poor decision making	Other owner/workers may not understand the data about the two options for expansion.	Choose wrong option → Expansion does not increase value of QL → profits for the owner/workers reduce	
	Better motivation – advantage Wasted time in discussion – disadvantage Poor decision	More ideas – advantage owner/workers can add their ideas Better motivation – advantage More efficient production of bags, cases and wallets Wasted time in discussion – disadvantage Less time for production of bags, cases and wallets Dother owner/workers may not understand the data about the two	More ideas – advantage The other nine owner/workers can add their ideas revenue to continue to increase → profits for the owner/workers to continue to increase Better motivation – advantage More efficient production of bags, cases and wallets Lower cost of production → less cost of sales → higher gross profit → more return for the owner workers Wasted time in discussion – disadvantage Less time for production of bags, cases and wallets Increased cost of production → higher cost of sales → lower gross profit → less return for the owner workers Poor decision making Other owner/workers may not understand the data about the two options for expansion on the owner workers Choose wrong option → Expansion does not increase value of QL → profits for the

© UCLES 2017 Page 17 of 20

Question		Ans	swer		Marks
2(d)	Recommend which option QL should choose for expansion. Justify your choice.				
	Knowledge and Application (4 marks)	Mark	Analysis and Evaluation (7 marks)	Mark	
			A justified recommendation for QL on which option it should choose for expansion based on the given argument(s) of Option A and Option B	7	
			A developed recommendation for QL on which option it should choose for expansion based on the given argument(s) of Option A and Option B	6	
			An evaluative statement/recommendatio n based on the given argument(s) of Option A and Option B	5	
	Shows understanding of Option A and Option B for expansion	4	Argument(s) based on Option A and Option B for expansion	4	
	Shows understanding of Option A or Option B for expansion	3	Argument(s) based on Option A or Option B for expansion	3	
	Shows knowledge of	4.0	Limited analysis of Option A and Option B for expansion	2	
	expansion	1–2	Limited analysis of Option A or Option B for expansion	1	
	To access evaluation candida A and Option B with two piece		t have shown understanding output	of Option	

© UCLES 2017 Page 18 of 20

Question	Answer	Marks
	Context/content:	
	High priced leather shoes Larger market value Branding is important and QL has an established brand High prices could be charged due to price inelasticity Competition is high, but brand could overcome this Cost of new machinery New distribution channels; do QL have any experience of this – cost? Low priced leather belts Lower market value Quality is important and QL have experience in leather market Could use price competition due to price elastic response Lower level of competition Could be made on current machinery if there is capacity Can use current distribution channels – cheaper option?	

© UCLES 2017 Page 19 of 20

Question	Answer	Marks
----------	--------	-------

An example of how an answer could develop and how it should be annotated.

K	APP	AN	ANAN (one sided)	EVAL
Expansion is when a business grows, for	Option A would allow QL to expand into a market with a value of \$2m. This is bigger than the market for Option B. (APP)	A bigger market may lead to more sales for QL. (AN)	Which is likely to lead to a more successful expansion and more profit for the owner/workers. (ANAN – Option A)	Overall QL is more likely to be interested in having a small share of a large market, so should choose Option A. (EVAL – statement) However it depends upon how high the level of competition is and how much QL would need to spend on the
example by selling a new product range (K)	However Option B only has a medium level of competition as opposed to a high level for Option A. (APP)	Less competition is likely to mean that QL will find it easier to establish their brand in the market. (AN)	Which is likely to lead to a higher chance of success in the Low priced leather belt market and more sales and profit over time. (ANAN – Option B)	marketing to establish themselves in the shoe market. (EVAL – developed) As long as the potential revenue outweighs the costs of Option A then the larger market will allow much more growth than Option B and is therefore the better option. (EVAL – justified)

© UCLES 2017 Page 20 of 20