

Cambridge Assessment International Education

Cambridge Ordinary Level

BUSINESS STUDIES 7115/21

Paper 2 Case Study May/June 2019

MARK SCHEME
Maximum Mark: 80

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.

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This document consists of 14 printed pages.



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Generic Marking Principles

These general marking principles must be applied by all examiners when marking candidate answers. They should be applied alongside the specific content of the mark scheme or generic level descriptors for a question. Each question paper and mark scheme will also comply with these marking principles.

GENERIC MARKING PRINCIPLE 1:

Marks must be awarded in line with:

the specific content of the mark scheme or the generic level descriptors for the question the specific skills defined in the mark scheme or in the generic level descriptors for the question the standard of response required by a candidate as exemplified by the standardisation scripts.

GENERIC MARKING PRINCIPLE 2:

Marks awarded are always whole marks (not half marks, or other fractions).

GENERIC MARKING PRINCIPLE 3:

Marks must be awarded positively:

marks are awarded for correct/valid answers, as defined in the mark scheme. However, credit is given for valid answers which go beyond the scope of the syllabus and mark scheme, referring to your Team Leader as appropriate

marks are awarded when candidates clearly demonstrate what they know and can do marks are not deducted for errors

marks are not deducted for omissions

answers should only be judged on the quality of spelling, punctuation and grammar when these features are specifically assessed by the question as indicated by the mark scheme. The meaning, however, should be unambiguous.

GENERIC MARKING PRINCIPLE 4:

Rules must be applied consistently e.g. in situations where candidates have not followed instructions or in the application of generic level descriptors.

GENERIC MARKING PRINCIPLE 5:

Marks should be awarded using the full range of marks defined in the mark scheme for the question (however; the use of the full mark range may be limited according to the quality of the candidate responses seen).

GENERIC MARKING PRINCIPLE 6:

Marks awarded are based solely on the requirements as defined in the mark scheme. Marks should not be awarded with grade thresholds or grade descriptors in mind.

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Question	Answer	Marks
1(a)	Identify and explain one advantage and one disadvantage to SA of starting to sell new products in a niche market Knowledge [2 · 1] Award one mark for each relevant advantage/disadvantage Analysis [2 · 1] Award one mark for a relevant explanation for each advantage/disadvantage Application [2 · 2] Award two application marks for each advantage/disadvantage	8
	Answers are likely to include:	
	Advantage Higher price charged Less competition Meet specific needs of customers Increase sales/market share Spreads risk/diversification Attracts new/different customers	
	Disadvantage More expensive to produce the product – uses batch rather than flow production Increased costs e.g. product development, new marketing strategy needed Limited size of market/limited potential sales Smaller market segment Higher price does not match existing brand image for low priced soap	
	Indicative response: SA can sell specialist products that meets these specific customer needs (k) and SA wants to sell soap aimed at people with older skin. (ap) This means that there are likely to be few competitors in this market as it is smaller and less attractive for larger businesses making it easier to have a higher market share and higher profits. (an). As incomes are increasing in country Z, older people will be able to afford this soap. (ap)	
	Possible application marks: Produces soap; existing soap sold in a mass market; bars or liquid soap; new factory/equipment will cost \$15m; 50 workers in the new factory; country Z is a growing economy; older skin; luxury soap; baby soap; medicated soap; low priced soap.	
	There may be other examples in context that have not been included here.	

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Question		Answer	Marks
1(b)	Which is th	ne following three roles of packaging for SA's new products. he most important role for the successful launch of these cts? Justify your answer.	12
	Relevant po	pints might include:	
	Protection	So the soap does not get damaged in transit – however this might increase the costs of packaging Easier to pack and store the soap in warehouses before sale– however this may take up more storage space	
	Brand ima	ge Makes the soap stand out from other products on the shelves Differentiates products from competitors' products Images on package reinforces brand	
	Informatio about the product	Legal requirement – government protection for consumer Customers need to know what is in the soap – may have a physical reaction e.g. allergies or ethical reaction e.g. animal testing	
		Analysis/Evaluation – award up to 10 marks using the levels-scheme below.	
		Knowledge/Analysis/ Evaluation	
	Level 3	At least 2 · Level 2 + 9–10 marks for well justified conclusion as which is the most important role of packaging to choose to successfully launch new products compared to the other roles. 7–8 marks for some limited judgement shown in conclusion as to which is the most important role of packaging to successfully launch new products.	
	Level 2	4–6 marks Detailed discussion of the benefits and/or drawbacks of each role of packaging.	
	Level 1	1–3 marks Outline of the benefits and/or drawbacks of each role of packaging.	

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Question	Answer	Marks
1(b)	Level 1 – 1 mark for each L1 statement (max of 3 marks) e.g. Information about the ingredients of the soap is necessary as some people might be allergic to the soap.	
	Level 2 – 1 · L2 explanation can gain 4 marks and a further mark can be awarded for each additional L2 explanation (max 6 marks) e.g. Information about the ingredients of the soap is necessary as some people might be allergic to the soap. This might result in a poor reputation for the soap if customers put bad comments on social media about the soap giving them problems. If full information is provided then this should be avoided and only good comments about the soap should be posted. (L2 plus application for making reference to soap in the explanation)	
	Level 3 – For L3 to be awarded there needs to be at least two L2 marks awarded and then a conclusion which is the most important role of packaging to successfully launch new products.	
	Award up to 2 additional marks for relevant application.	
	Possible application marks: produces soap; sold in a mass market; soap sold as bars or liquid soap; bottles; niche market soaps; allergies/allergic reaction; medicated soap; baby soap; soap for older skin; luxury soap; retailers; wholesalers.	
1	There may be other examples in context that have not been included here.	

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Question	Answer	Marks
2(a)	Identify and explain how the following <u>two</u> stakeholder groups might be affected by SA's plans to expand.	8
	Knowledge [2 · 1] Award one mark for each effect Analysis [2 · 1] Award one mark for a relevant explanation for each effect Application [2 · 2] Award two application marks for each effect	
	Examples might include:	
	Shareholders Higher dividend if the expansion is successful – may be lower dividend is retailed profit used They might be asked to provide share capital – \$15m required Change the market price of shares Increased risk of their investment	
	Local community Unemployment in the local area might fall/incomes in the local area might rise More production jobs will be available May case environmental costs/damage/negative externalities	
	Indicative response: Shareholders – The cost of expansion is \$15m (ap) and they might be asked to provide share capital (k). This could reduce the market price of their shares in the soap company (ap) as it will take time for the new investment to lead to higher profits and possibly higher dividends (an).	
	Possible application marks: Plc set up 20 years ago; produces soap; sold in a mass market; start selling niche market soaps; need a new factory/equipment; will cost \$15m; 50 workers.	
	There may be other examples in context that have not been included here.	

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Question		Answer	Marks
2(b)	employees. V	following <u>three</u> benefits to SA of having well-motivated Which benefit will be the most important to SA if it wants profit? Justify your answer.	12
	Relevant poi	nts might include:	
	Higher output	More products available to sell – likely to increase revenue – increased profit as costs may not increase proportionately May increase productivity – lower unit/average costs	
	Fewer employees leaving	Happier more satisfied employees less likely to leave for another employer – reduces recruitment costs/less need for training of new employees	
	Higher quality	Fewer mistakes made – lower unit costs – improved gross profit – higher profits Gives a better reputation with regards to the product – may increase price/more customers attracted	
	Knowledge/Ar based mark so	nalysis/Evaluation – award up to 10 marks using the levels- cheme below.	
		Knowledge/Analysis/ Evaluation	
	Level 3	At least 2 · Level 2 + 9–10 marks for well justified conclusion of the most important benefit that will lead to higher profit and why it is more important than the other two benefits. 7–8 marks for limited conclusion of the most important benefit.	
	Level 2	4–6 marks Detailed discussion of each benefit.	
	Level 1	1–3 marks Outline of each benefit.	
	Level 1 – 1 ma	ark for each L1 statement (max of 3 marks) e.g. Higher output ase sales	
	awarded for e output of soap revenue. If co revenue then	L2 explanation can gain 4 marks and a further mark can be ach additional L2 explanation (max 6 marks) e.g. Higher is likely to lead to higher sales and may even lead to higher sts do not increase in the same proportion as the increase in profit may also increase enabling SA to pay higher dividends. Cation for recognising that it is a company producing soap).	
		L3 to be awarded there needs to be at least two L2 marks then a conclusion which justifies which is the most important	

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Question	Answer	Marks
2(b)	Award up to 2 additional marks for relevant application.	
	Possible application marks: Produces soap; sold in a mass market; niche market soaps; new factory and equipment that will cost \$15m; employs 100 production workers in the current factory; employ 50 workers in the new factory; luxury soap.	
	There may be other examples in context that have not been included here.	

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Question	Answer	Marks
3(a)	Identify and explain <u>two</u> ways SA could use lean production in its factory.	8
	Knowledge [2 · 1] Award one mark for each relevant way Analysis [2 · 1] Award one mark for an explanation for each way Application [2 · 2] Award two application marks for each way	
	Just-in-time/JIT – inventory arrives at production line when wanted/ no warehousing of inventory	
	Kaizen – continuous improvement/eliminates waste/ better layout of factory improves flow of production	
	Cell production – small team working/responsible for complete unit of work	
	Kanban – inventory arrives at production line only when inventory has been used/reduces the holding of inventory	
	Indicative response: Just-in-time (k) means that inventory is reduced to no or very low levels held in storage. (an) This reduces the need for having warehouse space to hold the ingredients to make soap. (ap) SA will need to have good relationships with its suppliers to ensure that the flow production line is not interrupted by inventory running out. (ap)	
	Possible application marks: Produces soap; sold in a mass market; wants to start selling niche market soaps; employs 100 production workers; flow production; batch production.	
	There may be other examples in context that have not been included here.	

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Question		Answer		Marks
3(b)	Consider three leadership styles the Operations manager could use in the new factory. Recommend which leadership style should be used to improve decision-making. Justify your answer			12
	Relevant poin	ts might include:		
		Advantages	Disadvantages	
	Autocratic	Clear instructions given by manager/quick decision making Less likely to make mistakes if clear what to do Some employees like having no responsibility to make any decisions	Does not allow worker involvement/one way communication May be demotivating for some employees as feel less involved in the business	
	Democratic	Motivating as workers feel they can contribute to the decision making Feel they are being listened to and views respected/two way communication May have some good ideas for how to improve the work flow as they are the ones working on the production line	More time consuming to make decisions as time taken consulting the employees before decisions made	
	Laissez- faire	Motivating as workers feel in control	Some workers will not like this responsibility	

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Question		Answer	Marks
3(b)		nalysis/Evaluation – award up to 10 marks using the level mark scheme on the next page	
		Knowledge/Analysis/ Evaluation	
	Level 3	At least 2 · Level 2 + 9–10 marks for well justified recommendation as to which leadership style will be most effective in improving decision making and why the other leadership styles will be less effective.	
		7–8 marks for some limited judgement shown in the recommendation as to which leadership style will be most effective in improving decision making.	
	Level 2	4–6 marks Detailed discussion of the benefits and/or drawbacks of each leadership style.	
	Level 1	1–3 marks Identifies style of leadership and/or identifies features of leadership style	
	leadership sty	eark for each L1 statement (max of 3 marks) e.g. Autocratic yle (L1) – will lead to clear instructions being given by the workers to follow (L1).	
	awarded for eleadership sty This means p is expected o	L2 explanation can gain 4 marks and a further mark can be each additional L2 explanation (max 6 marks) e.g. Autocratic yle will lead to clear instructions being given by the manager. Production workers will always know what to do and know what f them. However, they will not feel they can contribute or make its if they feel something could be improved. (L2)	
	awarded and	L3 to be awarded there needs to be at least two L2 marks then a recommendation which leadership style should be used re is an improvement in decision making.	
	Award up to	2 additional marks for relevant application.	
	Produces soa workers in the workforce; dir	ication marks: ap; selling niche market soaps; employs 100 production e current factory; 50 workers in the new factory; 150 combined rectors of SA disagree about leadership style; some managers n important decisions; well-motivated employees are	
	There may be	e other examples in context that have not been included here.	

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Question	Answer	Marks
4(a)	Identify and explain two opportunities and two threats for businesses in country Z from globalisation.	8
	Award one mark for each opportunity/threat (max 4) plus one additional mark for an explanation of each opportunity/threat	
	Opportunities New markets – increased revenue Increased brand awareness Increased sales –higher profit Saturated home markets – new markets to develop Spread risks – over more markets/products New products developed – for new markets with different tastes Higher incomes in growing economies – increased disposable income leading to higher sales Free trade agreements – may allow domestic companies easier access to overseas market/Easier to export Access to cheaper supplies/cheaper labour – lowers costs	
	Threats Increased competition in the home market – lose market share – may need to reduce prices Free trade agreements – may allow foreign companies easier access to domestic market Jobs lost in industries that cannot compete with cheaper foreign competition Workers may choose to work for MNC which pays better wages – losing workers Pressure to increase wage rates due to match MNC pay Easier for exploitation by MNCs e.g. labour/natural resources May be more vulnerable to external shocks e.g. recession in main export markets	
	Indicative response: Country Z has signed a trade agreement (1) which provides opportunities for businesses in country Z to sell in new markets abroad and increase revenue (1).	

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Question		A	nswer	Marks
4(b)	position, should gi	using liquidity ratios. Re	mation, consider SA's financial commend whether the bank manager ew factory. Justify your answer.	12
	L2 Liqui	dity ratios/L2 points	Current ratio = 3:1 (3) in 2018 Acid test ratio = 1:1 (1) in 2018 Acid test ratio has stayed the same Explanation that shows understanding of the meaning/significance of the ratio figures in 2017 and/or 2018	
	L1 Basic	c statements	Inventory has increased by \$5m between 2017–18 Bank loan has increased by \$10m between 2017–18 Liquidity formulas Non-current assets has remained the same Simple calculations e.g. current assets in 2018 = \$15m Revenue in 2018 for low priced soap is \$60m	
	Award up	to ten marks using the lev	els-based mark scheme below.	
		Knowledge/Analysis/ Eva	aluation	
	Level 3	the bank manager should 7–8 marks for some limit	hether the bank manager should give	
	Level 2	4–6 marks Liquidity ratios correctly of Explanation of meaning a	calculated. and significance of liquidity ratios.	
	Level 1	Identifies the change in t Formula for liquidity ratio	on without liquidity ratios calculated. he figures from Appendix 3 is on from figures in Appendix 1	

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Question	Answer	Marks
4(b)	Level 1 – 1 mark for each L1 statement (max of 3 marks) e.g. The inventory has increased by \$5m (L1) as the inventory was \$5m in 2017 and \$10m in 2018 (1 \cdot Ap).	
	Level 2 – 1 x L2 explanation can gain 4 marks and a further mark can be awarded for each additional L2 explanation (max 6 marks) e.g. The acid test ratio in 2018 is 1:1. (L2)	
	Level 3 – For L3 to be awarded there needs to be at least two correct L2 liquidity calculations and then a recommendation as to whether or not the bank manager should give a loan to SA for the new factory.	
	Award up to 2 additional marks for relevant application.	
	Possible application marks: 2017 current ratio was 2:1; 2017 acid test ratio was 1:1; any other relevant use of financial data from Appendix 3 e.g. bank loan is now \$20m; produces soap; new factory and equipment that will cost \$15m; 50 workers in the new factory; country Z is a growing economy.	
	There may be other examples in context that have not been included here.	

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