

Mock Examination

Introduction

The examination for Business Studies AS level is on 6th June and in keeping with the Chris/Duncan approach here is yet another vital addition to our Chinatown Case Study resources: enjoy!

The following is a **mock** examination a new pupil sat at 6pm today. The pupil attends a school in Oxford and *he claims he is predicted a grade A/B*.

The enclosed responses to the mock by this student show his current level of understanding – *which must greatly improve by Monday!*

The questions for the mock are taken from page 26 of the document to be found here: http://www.thetimes100.co.uk/files/AQA_June_2005_Unit2and3.doc

The marking guidelines are also there – please go look ...

What we have done here is to give a real live candidate the opportunity to respond to a series of questions, allocate the marks earned and provide vital feedback. We believe that this attempt can form the foundation of some very last minute discussions and thought.

Why not adopt/adapt this document to show the pupil's answers and then discuss the mark allocation?

The candidate's responses are as presented here except that I have typed it all out ... complete with spelling mistakes.

Mock Examination: Chinatown

Time Allowed: 1 hour

Information

- The maximum mark for this page is 53.
- Mark allocations are shown in brackets.
- You will be assessed on your ability to use an appropriate form and style of writing, to organise relevant information clearly and coherently and to use specialist vocabulary where appropriate. The degree of legibility of your handwriting and the level of accuracy of your spelling, punctuation and grammar will also be taken into account.
- Up to 3 marks will be awarded for the quality of your written communication.

Attempt all questions

1 Jack was keen to involve his staff in looking for ideas to improve things. What are the benefits of employee participation? (6 marks)

2 Explain two possible disadvantages of adopting batch production as a means of running a factory (6 marks)

3 Identify and explain two issues for Wei Foods Ltd with running at maximum capacity (8 marks)

4 To what extent is increasing pay the best method of increasing motivation within a workforce? (15 marks)

5 Evaluate whether a lean production approach to operations at Wei Foods would lead to improved profitability and efficiency (15 marks)

Questions devised by the Times100 team: www.tt100.biz

Mock Exam – Unit 2 (Chinatown)

One candidate's solutions together with the marks awarded and comments from the marker.

1 Jack was keen to involve his staff in looking for ideas to improve things. What are the benefits of employee participation? (6 marks)

Employee participation means the employee is involved within the business for example helping to think of new meals that can be available within the business.

The benefits of this is it could rise motivation. This is part of Mayo's motivation theory. It rised motivation because it makes the employee feel valued within the company and wanted. If the worker feels valued in the company he is more likely to perform better therefore increasing production rate. This would also increase the total output as all the employees would feel the same. This is a good idea as motivation is a key element in employees minds.

3/6

How is it part of Mayo's theory?

Only benefit shown and developed is motivation plus output.

2 Explain two possible disadvantages of adopting batch production as a means of running a factory (6 marks)

Batch production means that when loads of products are placed through the same processes at the same time.

Firstly, batch production could decrease the quality of the good. Before the good used to be made using job production which is making one product at a time which is of very top quality and a one-off. Now the same product is trying to be made but all at the same time so quality must be lost somewhere down the line of production.

0/6

This is not Batch Production

3 Identify and explain two issues for Wei Foods Ltd with running at maximum capacity (8 marks)

Maximum capacity means having the maximum amount of stock available to be held in the business.

If Wei Foods ran at maximum capacity they would cause some problems. If they were producing maximum capacity this would cause high stock wastage. This could cause the business to go into loss as not all the products made are sold.

On the other hand if they were running at maximum capacity but were lasso able to sell all of their stock made it could be a big advantage and they could produce high profits.

They could make losses they could make a large profit.

1/6

'Capacity' wrongly spelt even though the word is in the question!

Capacity wrongly defined. One mark for the high stock wastage – a mark gained accidentally.

4 To what extent is increasing pay the best method of increasing motivation within a workforce? (15 marks)

Increasing pay is one of the next methods of increasing motivation in the eye's of Taylor's method. He proved or showed that if the pay rate was increased so is production, he shows this by saying that a factory should work by the principle of piece work. This shows that the more products the employee produces the more money they get. This shows that money is a good motivator because the employee is obviously going to produce more products in order to gain more income.

On the other hand Mayo and Maslow argue that money is not the only motivator. They argue yes money is a motivator but it is not the only one and it is not the strongest either. Mayo argues that in order for an employee to produce a lot an increase in their productivity they have to be noticed by their managers. Mayo undertook an experiment with a control group and a sample group. The same group was placed in a better light and the control was in the same they both produced relatively the same Mayo realised it was not only the conditions but also the that they were observed and were given attention. Just like when ling increased the capacity of the kitchen and added vents, showing the employees he does care and has recognised they have done well. (This is part of Mayo's theory)..

Maslow also says that money is not the main motivator. He thinks it is a hierarchy of needs.

Firstly the first things that will motivate someone is the physical issue having a place to live, clothes and food/.water.

Secondly safety issues, feeling safe at work and having a stable work.

Thirdly social issues, this is having friends at work, feeling valued and needed at work.

Fourthly, is having self-respect and gaining the respect of their employees and employers. This could allow them to get promotions and so one.

Finally, Maslow says the final stage is fulfilling. A person's full ability but he states he does not think this is ever fulfilled.

In conclusion, pay is a good way to increase motivation but pay on its own will not work there has to be all the other factors as well/.

Motivation means what drives employees to do what they do.

9/15

How much of this is actually necessary? (Maslow's hierarchy – in such detail?)

What of Herzberg?

5 Evaluate whether a lean production approach to operations at Wei Foods would lead to improved profitability and efficiency (15 marks)

Lean production is a method of keeping waste storage to a minimum. Lean production method would be a good way for Wei Foods to operate as it would keep waste storage to a minimum. Before Wei Foods expanded it would not need to use lean production as it was using job production which means that there can't be a waste as food is made when it is served. But now they use batch production. There is a lot of possibility miss calculations/estimates of the amount needed, so if estimated too high there will be a lot of waste food left behind. So lean production would be a good idea.

But on the other hand as Wei Foods had such a high capacity but their capacity is low they should return to their utilisation.

Old method of job production. And once they can make sure that they can fulfill or have started to fulfill their maximum capacity or near maximum they they should return and use batch production and lean production to insure they keep their high capacity utilisation but low stock wastage.

The lean production approach would lead to increased efficiency as less stock would be wasted so therefore keeping costs down and sales up. Therefore causing a profitable and efficient company.

5/15

Lean production wrongly defined (and 'waste' wrongly spelt throughout!)

Opening paragraph is all the same point.

How would low stock waste keep sales up?

Notes

The pupil also ran out of time when doing the mock. It was the first ever mock he had done on this Case Study. I looked through his file – he had three pages of photocopied tutor2u notes – and was unaware there are approximately another 100 pages available!

He'd never summarised the Case Study; never learned the key definitions – and never done anything to time!

I gave him a copy of my analysis of the Case Study (as sold through this site) and told him to work through it tonight and tomorrow. Also for Module 1 rather than do 5 mocks and bring them for his final lesson tomorrow night I suggested he:

- a. do a mock
- b. check the marking guidelines
- c. do another mock.

This way at the very least his exam technique will improve!