

# Revision Guide

Cambridge International AS and A Level

# Business Studies

Peter Stimpson Peter Joyce





CAMBRIDGE UNIVERSITY PRESS Cambridge, New York, Melbourne, Madrid, Cape Town, Singapore, São Paulo, Delhi, Mexico City

Cambridge University Press 4381/4 Ansari Road, Daryaganj, Delhi 110002, India

www.cambridge.org

Information on this title: www.cambridge.org/9781107604773

© Cambridge University Press 2013

This publication is in copyright. Subject to statutory exception and to the provisions of relevant collective licensing agreements, no reproduction of any part may take place without the written permission of Cambridge University Press.

First Published 2013

Printed in India by

A catalogue record for this publication is available from the British Library

ISBN 978-1-107-60477-3 Paperback

Cambridge University Press has no responsibility for the persistence or accuracy of URLs for external or third-party internet websites referred to in this publication, and does not guarantee that any content on such websites is, or will remain, accurate or appropriate.

Every effort has been made to trace the owners of copyright material included in this book. The publishers would be grateful for any omissions brought to their notice for acknowledgement in future editions of the book.

# **Contents**

In	troduction	İX	Ci	napter 4 Business Objectives	19
A	cknowledgement	xiii	4.2	Why should businesses set objectives? Why should objectives be SMART?	19 19
Cl	napter 1 Enterprise	1	4.3	Linking mission statements, objectives and strategies	20
1 1	Business activity	1	4.4	Factors influencing corporate objectives	22
	Adding value	1		Potential conflicts between objectives	22
	The role and characteristics of successful	•		Ethics – should business objectives reflect ethical	
	entrepreneurs	2		standards?	22
1.4	Why some new enterprises fail	2		Multiple Choice Questions	23
	Enterprise – benefits for the country	3		Exam-style Question	24
1.6	Social enterprises	3			
	Multiple Choice Questions	4	Cl	napter 5 Stakeholders	25
	Exam-style Question	4	5.1	Stakeholders and the stakeholder concept	25
				How stakeholders are affected	23
Cl	napter 2 Business Structure	6	3.2	by business actions	25
2.1	Economic activity	6	5.3	Rights and responsibilities of stakeholders	26
	Private sector and public sector	6		Corporate social responsibility	27
	Forms of business organisation (private sector)	7		Conflicting stakeholder objectives	28
	Other important types of business organisation	8		Multiple Choice Questions	29
2.5	Privatisation	8		Exam-style Question	29
2.6	The growth of multinational companies and the				
	impact they can have on an economy	9	Cl	napter 6 External Influences on	
	Multiple Choice Questions	10		Business Activity	31
	Exam-style Question	10	<i>(</i> 1	•	2.1
C	. 2 6: (D :	40		Legal influences on business activity	31
CI	napter 3 Size of Business	12	0.2	Technological change – the opportunities and threats	32
3.1	Measuring business size	12	63	Impact of social changes on business	32
	Small firms can benefit an economy	13	0.5	activity	33
3.3	Common strengths and weaknesses of family		6.4	Influences on environmental	00
	businesses	14		policies of business	34
3.4	The relative advantages of small and large			Multiple Choice Questions	35
	businesses	14		Exam-style Question	36
	How businesses grow	14		·	
	Business integration – do all stakeholders benefit?	16	Cl	napter 7 External Economic Influences	37
3.7	Rapid growth can cause problems as well as	17			27
	bring benefits  Multiple Choice Questions	17		Government economic objectives  Economic growth and the business cycle –	37
	Multiple Choice Questions Exam-style Question	17 18	1.2	impact on business strategy	37
	Exam-style Question	10		impact on business strategy	31

### iv Contents

	Inflation and unemployment – how business activity can be affected Government economic policies – how business	38	Ch	apter 11 Further Human Resource Management	62
/.1	strategy can adapt	39	11.1	Measuring human performance	62
7.5	Exchange rates – how business activity can be		11.2	Improving employee performance	62
	affected	40	11.3	Management By Objectives (MBO)	63
	Multiple Choice Questions	41	11.4	Industrial relations legislation	63
	Exam-style Question	42	11.5	Relationship between workforce and	
				management	63
Ch	napter 8 Management and			Trade unions	64
Ci	•	11	11.7	Conciliation and arbitration	65
	Leadership	44		Multiple Choice Questions	66
	Functions of management	44		Exam-style Question	66
	Mintzberg's management roles	44		48 8 4 4 8	
	Qualities of leaders	45	Ch	apter 12 Organisation Structure	68
	Important leadership positions	45	12.1	Need for structures	68
	Styles of leadership	46		Hierarchical structure	68
	McGregor's Theory X and Y	46		Matrix structure	69
	Choice of leadership style	46		Delegation	70
	Informal leadership	46		Factors influencing organisational structure	71
8.9	Emotional Intelligence (EI)	47		Consequences of organisational structure	71
	Multiple Choice Questions	47		Multiple Choice Questions	72
	Exam-style Question	48		Exam-style Question	72
Ch	napter 9 Motivation	49	Ch	apter 13 Business Communication	74
9.1	Motivation	49	13.1	Communication process	74
9.2	Taylor's scientific approach	49		Choice of communication medium	75
9.3	Mayo	50		Barriers to effective communication	76
9.4	Maslow	50		Removing barriers to effective	, 0
	Herzberg	50	1011	communication	76
9.6	McClelland	51	13.5	Types of communication network	76
9.7	Process theories	51		One way or two way communication	76
9.8	Motivation in practice – Financial			Other types of communication	77
	methods	51		Multiple Choice Questions	78
9.9	Motivation in practice – Non-financial			Exam-style Question	78
	methods	52		,	
	Multiple Choice Questions	53	Ch	apter 14 What is Marketing?	80
	Exam-style Question	54	CH	apter 14 What is Marketing:	00
				The role of marketing	80
Ch	napter 10 Human Resource			Marketing objectives	81
	Management	55	14.3	Distinguish between market orientation and	
	•			product orientation	81
	Purpose and role of HRM	55		Demand, supply and price	82
10.2		55	14.5	Market size, market growth and	
10.3	0 0	56		market share	83
	Staff development	57		Adding value	84
	Contracts of employment	58		Niche marketing and mass marketing	84
10.6	Expanding the workforce	58	14.8	Market segmentation	85
	Multiple Choice Questions	60		Multiple Choice Questions	86
	Exam-style Question	60		Exam-style Question	86

Chapter 15   Market Research   88					Cont	tents v
15.2   Market research process   88   19.1   Globalisation of markets – and the impact on marketing methods   89   19.2   Differences between 'selling in home markets' and international marketing   114   154   155   154   Differences between 'selling in home markets' and international marketing   115   156   Presentation of information   91   19.3   How to enter foreign markets   115   157   Statistical analysis   92   19.4   International marketing strategies   115   116   Exam-style Question   117   175   Exam-style Question   118   116	Cha	pter 15 Market Research	88	Cha		
15.2 Market research process   88   19.1 Globalisation of markets – and the impact on marketing sampling methods   89   114     15.4 Questionnaires   90   19.2 Differences between 'selling in home markets' and international marketing strategies   115     15.5 Statistical analysis   92   19.4 International marketing strategies   115     15.6 Multiple Choice Questions   92   19.4 International marketing strategies   115     15.7 Statistical analysis   92   19.4 International marketing strategies   116     15.8 Exam-style Question   93   Exam-style Question   116     16.1 The marketing mix   94   20.1 Production   118     16.2 Customer Relationship Marketing (CRM) and the 4 Cs   95   20.3 Adding value   118     16.3 Product decisions and the product life cycle   95   20.4 Increasing added value   119     16.4 Price Basticity of Demand   96   20.5 Increasing efficiency   119     16.5 Pricing decisions   97   Multiple Choice Questions   120     16.6 Pricing methods   97   Multiple Choice Questions   121     16.7 Why pricing is important   97   21.1 Operations planning   123     17.1 Different forms of promotion   101   21.5 Enterprise resource planning (ERP)   127     17.2 Promotional objectives   102   Multiple Choice Questions   128     17.3 Promotion decisions - the key factors   102   21.5 Enterprise resource planning (ERP)   127     17.4 Deciding which distribution channels should be used   104   Management   131     18.1 Marketing plan   107   22.1 Why businesses hold stocks   132     18.2 Elasticity   108   Chapter 23   Capacity Utilisation   136     18.3 New product development   109   23.2 Excess capacity   137     18.5 Research and Development   109   23.2 Excess capacity   138     18.6 Sales forecasting   111   23.4 Outsourcing   138   Multiple Choice Questions   140     18.6 Sales forecasting   111   23.4 Outs	15.1	Need for market research	88		International Markets	114
13.3 Sampling methods				19 1	Globalisation of markets – and the impact on	
15.5   Septimary data always reliable?   91   92. Differences between 'selling in home markets' and international marketing   115   15.5   Is primary data always reliable?   91   93. How to enter foreign markets   115   15.5   Statistical analysis   92   94. International marketing strategies   115   15.5   Multiple Choice Questions   93   Exam-style Question   116   Exam-style Question   117	15.3	-		17.1		114
1.55   s primary data always reliable?				19.2		111
15.6   Price restration of information   91   19.3   How to enter foreign markets   115   15.7   Statistical analysis   92   19.4   International marketing strategies   115   Multiple Choice Questions   93   Exam-style Question   116   Exam-style Question   117		-		17.2		115
15.7   Satistical analysis   92   19.4   International marketing strategies   11.5   Multiple Choice Questions   11.6   Exam-style Question   11.7				193	C	
Multiple Choice Questions   92						
Exam-style Question   93				17.1	0 0	
The marketing mix			93			
16.1 The marketing mix	Ch			Cha	pter 20 The Nature of	
16.2 Customer Relationship Marketing (CRM) and the 4 Cs 20.2 The production process 118 (CRM) and the 4 Cs 20.3 Adding value 118 (1.6.3 Product decisions and the product life cycle 25 20.3 Adding value 119 (1.6.4 Price Elasticity of Demand 26 20.5 Increasing added value 119 (1.6.5 Pricing decisions 27 Multiple Choice Questions 120 Multiple Choice Questions 120 (1.6.6 Pricing methods 27 Exam-style Question 210 (1.6.7 Why pricing is important 210 (1.6.7 Why pricing is important 210 (1.6.8 Pricing decisions 2.6 Pricing decisions 2.7 Exam-style Question 210 (1.6.6 Pricing methods 2.7 Exam-style Question 2.7 Exam-style Question 210 (1.6.6 Pricing methods 2.7 Exam-style Question 2.7 Exam-style Question 2.7 Exam-style Question 2.7 Exam-style Question 2.7 Promotion 2.7 Promotion decisions 2.7 Exam-style Question 2.7 E		and Price	94		·	118
CRM  and the 4 Cs		· ·	94	20.1	Production	118
16.4   Price Elasticity of Demand	16.2			20.2	The production process	118
16.4   Price Elasticity of Demand   96   197   198   199   199   196.5   Pricing decisions   97   199   19				20.3	Adding value	118
16.4   Price Elasticity of Demand   96   20.5   Increasing efficiency   119     16.5   Pricing decisions   97   Multiple Choice Questions   120     16.6   Pricing methods   97   Exam-style Question   121     16.7   Why pricing is important   97   Multiple Choice Questions   99				20.4	Increasing added value	119
16.6   Pricing methods		•				119
16.7       Why pricing is important Multiple Choice Questions Exam-style Question       99       Chapter 21 Operations Planning       123         Chapter 17       Marketing Mix: Promotion and Place       21.1       Operations planning       123         17.1       Different forms of promotion       101       21.2       Production methods       123         17.1       Different forms of promotion       101       21.5       Enterprise resource planning (ERP)       127         17.2       Promotional objectives       102       Multiple Choice Questions       128         17.3       Promotion decisions - the key factors       102       Exam-style Question       128         17.4       Deciding which distribution channels should be used       104       Chapter 22 Inventory (Stock)       129         17.5       The impact of the Internet       104       Management       131         17.6       Integrating the marketing mix       104       Multiple Choice Questions       131         Exam-style Question       105       22.1       Why businesses hold stocks       131         Exam-style Question       105       22.2       Businesses have to decide stock levels       132         Exam-style Question       134       Exam-style Question       134         18.1 <td></td> <td></td> <td></td> <td></td> <td>Multiple Choice Questions</td> <td>120</td>					Multiple Choice Questions	120
Multiple Choice Questions   99		e			Exam-style Question	121
Chapter 17   Marketing Mix: Promotion and Place   101   21.2   21.1   Coperations planning   123   22.2   Production methods   125   22.4   Scale of operation   126   21.5   Enterprise resource planning (ERP)   127   127   128   Promotion decisions - the key factors   102   Multiple Choice Questions   128   129   1	16.7					
21.1   Operations planning   123		-		Ch	anter 21 Operations Planning	122
Chapter 17   Marketing Mix: Promotion and Place   101   21.2   Production methods   123   125   125   126   126   126   127   127   127   127   127   128		Exam-style Question	99	CH	apter 21 Operations Flamming	123
21.3   Location decisions   125				21.1	Operations planning	123
101   21.5   Location decisions   125	Cha	enter 17 Marketing Mix: Promotion		21.2	Production methods	123
17.1 Different forms of promotion 101 21.5 Enterprise resource planning (ERP) 1127 172 Promotional objectives 102 Multiple Choice Questions 128 173 Promotion decisions – the key factors 104 Deciding which distribution channels should be used 175 The impact of the Internet 176 Integrating the marketing mix 177 Multiple Choice Questions 178 Exam-style Question 179 Multiple Choice Questions 180 Marketing Planning 181 Marketing plan 182 Elasticity 183 Promotional models: AIDA and DAGMAR 184 New product development 185 Research and Development 186 Sales forecasting 187 Multiple Choice Questions 188 Sales forecasting 188 Multiple Choice Questions 189 Multiple Choice Questions 180 Multiple Choice Questions 181 Marketing plan 182 Marketing plan 183 Marketing plan 184 New product development 185 Research and Development 186 Sales forecasting 187 Multiple Choice Questions 188 Morking at full capacity/Capacity 189 Multiple Choice Questions 189 Multiple Choice Questions 180 Multiple Choice Questions 180 Multiple Choice Questions 181 Marketing plan 182 Multiple Choice Questions 183 Multiple Choice Questions 184 New product development 185 Research and Development 186 Sales forecasting 187 Multiple Choice Questions 188 Multiple Choice Questions 189 Multiple Choice Questions 189 Multiple Choice Questions 180 Multiple Choice Questions 181 Multiple Choice Questions 181 Multiple Choice Questions 182 Multiple Choice Questions 183 Multiple Choice Questions 184 Multiple Choice Questions 185 Multiple Choice Questions 186 Multiple Choice Questions 187 Multiple Choice Questions 188 Multiple Choice Questions 189 Multiple Choice Questions 189 Multiple Choice Questions 180 Multiple Choice Questions 180 Multiple Ch	Cite		101	21.3	Location decisions	125
17.2 Promotional objectives 102 Multiple Choice Questions 128 17.3 Promotion decisions – the key factors 102 Exam-style Question 129 17.4 Deciding which distribution channels should be used 17.5 The impact of the Internet 18 Multiple Choice Question 19		and made	101	21.4	Scale of operation	126
17.3 Promotion decisions – the key factors 102 Exam-style Question 129 17.4 Deciding which distribution channels should be used 104 Chapter 22 Inventory (Stock) 17.5 The impact of the Internet 106 Integrating the marketing mix Multiple Choice Questions Exam-style Question 107 22.1 Why businesses hold stocks 131 Exam-style Question 108 22.2 Businesses have to decide stock levels 132 22.3 Just-in-Time 133 134 Marketing plan 148.1 Marketing plan 158.2 Elasticity 168.3 Promotional models: AIDA and DAGMAR 168.4 New product development 168.5 Research and Development 179 23.1 What is capacity utilisation? 180 23.1 What is capacity utilisation? 181 23.3 Working at full capacity/Capacity 182 (R and D) 183 Pomotional models: AIDA and Development 184 Sales forecasting 185 Research and Development 186 Sales forecasting 187 Multiple Choice Questions 188 Multiple Choice Questions 188 Multiple Choice Questions 188 Multiple Choice Questions 189 Multiple Choice Questions 180 Multiple Choice Questions 181 Marketing plan 181 Marketing plan 182 Multiple Choice Questions 181 Multiple Choice Questions 182 Multiple Choice Questions 183 Marketing plan 184 Marketing plan 185 Multiple Choice Questions 185 Multiple Choice Questions 186 Multiple Choice Questions 187 Multiple Choice Questions 188 Marketing plan 189 Multiple Choice Questions 189 Multiple Choice Questions 180 Marketing plan 180 Multiple Choice Questions 180 Multiple Choice Questions 180	17.1	Different forms of promotion	101	21.5		127
17.4 Deciding which distribution channels should be used  17.5 The impact of the Internet 18.1 Marketing plan 18.1 Marketing plan 18.2 Elasticity 18.3 Promotional models: AIDA and DAGMAR 18.4 New product development 18.5 Research and Development (R and D) 18.6 Sales forecasting Multiple Choice Questions 104  Chapter 22 Inventory (Stock) Management 131  Multiple Choice Questions 131  Exam-style Question 132  22.1 Why businesses hold stocks 131  22.2 Businesses have to decide stock levels 132  22.3 Just-in-Time 133  Multiple Choice Questions 134  Exam-style Question 134  Exam-style Ques	17.2	Promotional objectives	102		-	128
should be used  104 17.5 The impact of the Internet 104 17.6 Integrating the marketing mix 104 17.6 Integrating the marketing mix 105 105 105 105 105 105 105 105 105 105	17.3	Promotion decisions - the key factors	102		Exam-style Question	129
17.5 The impact of the Internet 104	17.4	Deciding which distribution channels				
17.6 Integrating the marketing mix Multiple Choice Questions Exam-style Question  105 22.1 Why businesses hold stocks 131 22.2 Businesses have to decide stock levels 22.3 Just-in-Time 133  Chapter 18 Marketing Planning 107  108 119 1108 1109 1108 1109 1108 1109 1109		should be used	104	Ch	enter 22 Inventory (Stock)	
Multiple Choice Questions Exam-style Question  105 22.1 Why businesses hold stocks Exam-style Question  105 22.2 Businesses have to decide stock levels 132 22.3 Just-in-Time 133  Chapter 18 Marketing Planning  107  18.1 Marketing plan 18.2 Elasticity 108 18.3 Promotional models: AIDA and DAGMAR 109 23.1 What is capacity Utilisation 136  18.4 New product development 109 23.2 Excess capacity 18.5 Research and Development (R and D) 18.6 Sales forecasting Multiple Choice Questions 111 23.4 Outsourcing Multiple Choice Questions 140  Multiple Choice Questions 131  132  22.1 Why businesses hold stocks 131  Exam-style Question  134  Exam-style Question 134  Exam-style Question 134  Exam-style Question 134  135  Exam-style Question 134  136  137  136  137  137  137  138  139  140  140  140			104	Citi	· · · · · · · · · · · · · · · · · · ·	121
Exam-style Question  105 22.2 Businesses have to decide stock levels 22.3 Just-in-Time 133  Chapter 18 Marketing Planning 107 18.1 Marketing plan 1107 18.2 Elasticity 1108 1108 1109 1109 1109 1109 1109 1109	17.6				Management	131
Chapter 18 Marketing Planning  107  Multiple Choice Questions Exam-style Question  134  18.1 Marketing plan  107  18.2 Elasticity 108  DAGMAR 109 23.1 What is capacity utilisation?  18.4 New product development 109 23.2 Excess capacity 18.5 Research and Development (R and D) 110  123.4 Outsourcing Multiple Choice Questions  138  Multiple Choice Questions  139  22.3 Just-in-Time Multiple Choice Questions  134  Exam-style Question  136  Sales forecasting 110 23.1 What is capacity utilisation? 136  137  23.2 Excess capacity 137  23.3 Working at full capacity/Capacity shortage 138  138  Multiple Choice Questions  138  Multiple Choice Questions  140		*		22.1	Why businesses hold stocks	131
Chapter 18Marketing Planning107Multiple Choice Questions Exam-style Question13418.1Marketing plan10718.2Elasticity108Chapter 23Capacity Utilisation13618.3Promotional models: AIDA and DAGMAR10923.1What is capacity utilisation?13618.4New product development10923.2Excess capacity13718.5Research and Development (R and D)23.3Working at full capacity/Capacity shortage13818.6Sales forecasting Multiple Choice Questions11123.4Outsourcing Multiple Choice Questions138		Exam-style Question	105	22.2	Businesses have to decide stock levels	132
18.1 Marketing plan  18.2 Elasticity 108  Chapter 23 Capacity Utilisation 136  DAGMAR 109 23.1 What is capacity utilisation? 136  18.4 New product development 109 23.2 Excess capacity 137  18.5 Research and Development (R and D) 110 110 123.4 Outsourcing 138  Multiple Choice Questions 139  Exam-style Question 130  Chapter 23 Capacity Utilisation 136  136  137  138  139 130 130 130 130 130 130 130 130 131 130 130				22.3	Just-in-Time	133
18.1 Marketing plan  18.2 Elasticity  18.3 Promotional models: AIDA and DAGMAR  109  23.1 What is capacity utilisation?  136  18.4 New product development  109  23.2 Excess capacity  137  18.5 Research and Development  (R and D)  110  300  310  310  311  311  312  313  313	Cha	ntor 19 Marketing Planning	107		Multiple Choice Questions	134
18.2 Elasticity108Chapter 23Capacity Utilisation13618.3 Promotional models: AIDA and DAGMAR10923.1 What is capacity utilisation?13618.4 New product development10923.2 Excess capacity13718.5 Research and Development (R and D)23.3 Working at full capacity/Capacity13818.6 Sales forecasting Multiple Choice Questions11123.4 Outsourcing Multiple Choice Questions138					Exam-style Question	134
Promotional models: AIDA and DAGMAR  109 23.1 What is capacity utilisation?  136  18.4 New product development 109 23.2 Excess capacity 137  18.5 Research and Development (R and D) 110 shortage 138  Multiple Choice Questions 110 Multiple Choice Questions 130  131  132  Multiple Choice Questions 133  134  135  136  137  137  138  138  138  138  138  138						
DAGMAR 109 23.1 What is capacity utilisation? 136  18.4 New product development 109 23.2 Excess capacity 137  18.5 Research and Development 23.3 Working at full capacity/Capacity (R and D) 110 shortage 138  18.6 Sales forecasting 111 23.4 Outsourcing 138  Multiple Choice Questions 112 Multiple Choice Questions 140			108	Ch	apter 23 Capacity Utilisation	136
18.4New product development10923.2Excess capacity13718.5Research and Development23.3Working at full capacity/Capacity(R and D)110shortage13818.6Sales forecasting11123.4Outsourcing138Multiple Choice Questions112Multiple Choice Questions140	10.3		100			126
18.5Research and Development23.3Working at full capacity/Capacity(R and D)110shortage13818.6Sales forecasting11123.4Outsourcing138Multiple Choice Questions112Multiple Choice Questions140	10 /					
(R and D) 110 shortage 138  18.6 Sales forecasting 111 23.4 Outsourcing 138  Multiple Choice Questions 112 Multiple Choice Questions 140		-	109			13/
18.6Sales forecasting11123.4Outsourcing138Multiple Choice Questions112Multiple Choice Questions140	10.3	-	110	43.3		120
Multiple Choice Questions 112 Multiple Choice Questions 140	19.6			22 /	ě .	
·	10.0			23.4		
		Exam-style Question	112		Exam-style Question	140



### vi Contents

Ch	apter 24 Lean Production and Qua	ality	Ch	apter 29 Accounting Fundamentals	173
	Management	142	29.1	Need for keeping accounting records	173
24.1	Lean production	142		Income statement?	174
	Kaizen	143	29.3	What is a balance sheet?	175
24.3	Quality methods	143		Why calculate ratios?	176
24.4	Other quality issues	144		How is profitability measured?	178
	Multiple Choice Questions	145	29.6	Are accounts and accounting ratios	
	Exam-style Question	146		useful?	178
				Multiple Choice Questions	179
Ch	apter 25 Project Management	147		Exam-style Question	179
25.1	Managing projects	147	Ch	apter 30 Budgets	181
	Critical Path Analysis (CPA)	148			
25.3	Evaluating CPA	149		Why budgets are needed	181
	Multiple Choice Questions	149		Stages in preparing budgets	182
	Exam-style Question	150		Types of budget	182
				Usefulness of budgets Budgetary control – variance analysis	182 182
Ch	apter 26 Business Finance	152	30.3	Multiple Choice Questions	183
26.1	The need for finance	152		Exam-style Question	184
	Working capital	152		Zadin style Question	101
	Sources of finance	153	Ch	enter 21 Contents of Published	
	The choice of finance	155	Cn	apter 31 Contents of Published	405
	Multiple Choice Questions	157		Accounts	185
	Exam-style Question	157	31.1	Amending income statements	185
			31.2	Common amendments	185
Ch	apter 27 Forecasting Cash Flows	159	31.3	Valuing items on the balance sheet	185
				Depreciation	186
	Cash flow	159	31.5	Valuation of Inventories	187
	Difference between cash and profit	159		Multiple Choice Questions	187
	Uses and limitations of cash flow forecasts	160		Exam-style Question	188
	Forecasting cash flows	160			
	Presenting cash flow forecasts	161	Ch	apter 32 Analysis of Published	
	Causes of cash flow problems Improving cash flows	161 162		Accounts	189
	Relationship between cash flow and	102	32.1	Uses of ratios	189
27.0	working capital	163		The ratios	190
27.9	Managing working capital problems	163		Limitations of ratio analysis	192
	Multiple Choice Questions	164	02.0	Multiple Choice Questions	193
	Exam-style Question	165		Exam-style Question	193
Ch	apter 28 Costs	166	Ch	apter 33 Investment Appraisal	195
28.1	Importance of costs	166	33.1	Investment	195
	Classifying costs	166		Investment appraisal: non-discounting	
	Break-even	167		methods	196
	Uses of costing information	167	33.3	Discounting the future	197
	Costing methods	168		Net Present Value (NPV)	197
	Using contribution costing	169	33.5	Other methods	197
28.7	Full costing versus contribution costing	170	33.6	Limitations of investment appraisal	198
	Multiple Choice Questions	170		Multiple Choice Questions	198
	Exam-style Question	171		Exam-style Question	199



			Contents	vii
Ch	apter 34 What is Strategic Management	201	Chapter 36 Strategic Choice 36.1 What is meant by strategic choice?	<b>213</b>
34.1 34.2 34.3	What is meant by 'corporate strategy'? Strategy and tactics – what are the differences? The need for strategic management	201 202 202	<ul> <li>36.2 Ansoff's Matrix and making strategic choices</li> <li>36.3 Force-Field analysis and making strategic choices</li> <li>36.4 Decision trees and making strategic choices</li> <li>Multiple Choice Questions</li> </ul>	213 214 215 216
	How strategy can influence organisational structure?	203	Exam-style Question	217
01.0	to achieve it? Multiple Choice Questions	203 204	Chapter 37 Strategic Implementation	219
	Exam-style Question	205	37.1 Strategic implementation 37.2 Business plans	219 219
Ch	apter 35 Strategic Analysis	206	<ul><li>37.3 Corporate plans</li><li>37.4 Corporate culture</li></ul>	220 221
35.1	How strategic analysis helps a business?	206	37.5 Change management	222
35.2	SWOT analysis	206	37.6 Contingency planning	223
35.3	PEST analysis	207	Multiple Choice Questions	224
35.4 35.5	Vision statements and mission statements Boston Matrix Analysis	208 208	Exam-style Question	225
35.6 35.7	Porter's Five Forces Core competences	209 210	Answers and Tips	227
	Multiple Choice Questions Exam-style Question	210 211	Index	230



# Introduction



Cambridge International AS and A Level Business Studies Revision Guide has been written to support students working towards this important qualification. The guide follows exactly the order of topics contained in the current Cambridge International AS and A Level Business Studies syllabus produced by Cambridge International Examinations and the endorsed textbook Cambridge International AS and A Level Business Studies published by Cambridge University Press (Stimpson/Farquharson ISBN 9780521126564). The guide is so comprehensive that it will also prove to be invaluable to students following other similar courses such as AQA AS/ A level and IB Business and Management.

The Revision Guide has four main objectives:

- 1. Explain important subject content, concepts and techniques using easily remembered approaches
- 2. Give a clear understanding to students of the key skills that each type of examination question requires
- 3. Allow for practice at planning and answering examination questions
- 4. Encourage students to *avoid* the most common errors in their answers but *include* the most relevant points of analysis and evaluation.

## What makes this book different?

- ✓ It is written by two experienced examiners with many years of teaching and examining experience in Business Studies
- ✓ It does not just focus on subject content it is not designed to be a textbook but also gives clear guidance on how students can improve skills so that they can do better and achieve high grades by preparing appropriate answers
- ✓ It contains student answers and answer plans to over 37 exam-style questions – with invaluable comments and advice from the authors on these
- ✓ The sample student answers and student plans given for the exam style questions are written by the authors.



### Note

Cambridge International Examinations bears no responsibility for these answers or for the comments offered.

✓ It uses a variety of different presentational styles to make it easier to revise and learn important material and essential Business Studies concepts.

The style of each chapter follows the same format and the key features are:

Chapter section	Purpose of each section	How to use each section	
Revision objectives	Outline the key objectives to be reached as you work through the chapter	These objectives serve as a checklist of your progress through each chapter	
Bullet points, diagrams, and mind maps of important subject content	Key subject knowledge that is presented in an easy to recall style	Use these as summaries of the important subject knowledge covered by the main textbook	
Notes with key definitions, formulae and common errors to avoid	Summarise the main terms and formulae in advanced level Business Studies and the common mistakes to avoid	Test your knowledge against these definitions and formulae and make sure you avoid the common mistakes!	
Progress check questions	Test your understanding of the subject content covered by each topic	If in doubt about any of these go back and re-read the topic or the textbook	
Exam-style questions	Allow practice at answering typical examination questions	Author's comment allow to see what is important and compare your own answers against sample answers	
Multiple choice questions	Identifies areas of misunderstanding that might still exist	Make sure you can answer all of these correctly!	
Revision checklist	Final check that all key points have been revised and learnt thoroughly	Do not proceed on to the next chapter until you can tick all of these points	

#### x Introduction

# Explanation of the features in each chapter

Each chapter title is drawn from the headings used in the specification.



Obtain a copy of the syllabus (you are studying) and keep it in your Business Studies file.

## Tips on how to revise

Different people revise in different ways and the aim of this section is not to make you change the way you revise – *if it works well for you and you get the results you are capable of.* 

However, there are some important steps that anyone can take to improve the effectiveness of the revision period.

#### Place

- ✓ Find a quiet place to study but sometimes, testing yourself with friends can be a useful checking process and can lead to discussion of important ideas and common problems
- ✓ Make sure you are sitting comfortably perhaps, at a well lit desk
- ✓ Avoid studying in an area where there will be distractions – such as television!

#### Planning

- ✓ This is very important as it is so easy to waste valuable revision time
- ✓ Allow plenty of time for revision especially if you are taking more than one AS or A level subject
- ✓ List all of your exam subjects and the amount of time you think you will need for each one
- ✓ Divide each subject into major topic areas (use your copy of the syllabus to help you) and allocate sufficient time to revise each one allow more time for the topics you find most difficult
- ✓ Vary your revision plan do not revise one topic or even one subject for a whole day but include other subject areas to avoid becoming bored with just one
- ✓ Build 'time off' into your plan allow 5 or 10 minutes break each hour and go out of the room you are in and take some exercise
- ✓ Write up your plan, display it somewhere visible and do your best to stick to it!

#### Methods of revising

✓ Reading notes and textbook are important but rarely enough by themselves – this is rather passive revision

- ✓ Make definition lists, bullet points of key factors; write out a summary of existing notes, make spider or mind map diagrams, test yourself using e-versions of multiple choice questions, test yourself with a friend revising for the same subject – these are all active forms of revision
- ✓ Use the 'look, cover, write and check' technique for learning important topics. This involves:
  - 1. study the topic for a few minutes
  - 2. cover up the book and notes
  - 3. write down all you can recall about the topic
  - 4. check what you have written against the book and
- ✓ Study your past test and mock examination scripts to identify what went wrong things to avoid but also what went right things to repeat and build upon during the 'real' exam
- ✓ Practise writing answers to past examination questions or questions in this book and either ask your teacher to mark them or check them against the 'student's answers with author's comments' at the end of each chapter.

#### Last minute tips

- ✓ Don't leave all your revision to the last minute!
- ✓ Use your summary notes, checklists, definitions sheets, spider diagrams etc., to check final facts and understanding
- Sleep well do not stay up all night trying to cram in yet more knowledge! It's more important to get a good night's sleep before any examination.

Top tip

Use the Student CD-ROM in the *Cambridge International AS and A Level Business Studies textbook* published by Cambridge University Press (Stimpson/Farquharson ISBN 9780521126564) as it has many multiple choice questions and mind maps to aid your revision.

#### **Examination skills**

✓ How can you use the skills and knowledge you have been building to perform to your best abilities in examination?

The answer to this question is: show the key examination skills in your answer that are relevant to the question set. What is meant by 'examination skills'?

Introduction xi

They are also known as 'assessment objectives' which means the ways in which an examiner will assess or mark your answer. Your answers need to demonstrate the following:

## Knowledge with understanding

This means, does your answer contain accurate and relevant Business Studies subject knowledge which shows understanding of the part of the course that is being examined? *ALL* of your answers must contain evidence of relevant knowledge as without this there can be no marks awarded for any of the other skills either. A most effective way of showing knowledge is to accurately define the Business Studies term used in the question. So, if the question asks:

'What is meant by the term 'price skimming'?' then a full and accurate definition of this term will gain marks.

Even if the question is a more challenging A level question, for example as found on the Cambridge Paper 3 Case Study, then a definition can be an excellent way to start an answer – and gain important marks for knowledge in the first sentence! For example:

'Evaluate a marketing plan for the successful launch of Product X in your country'.

A definition of 'marketing plan' would help you show good subject knowledge and it would also direct you to what factors to include in the rest of the answer!

#### **Application**

This skill requires you to make a clear link between your answer and the business in the case study (Example: Cambridge Papers 2 or 3) or in the stem of the question (Example: Cambridge Paper 1). A 'clear link' does not just mean mentioning the name of the business or the names of the owners/directors of the business. True application of an answer means that, for example, your knowledge and understanding are being used to analyse the problems *this* business may be facing or how an important decision will impact on *this* particular business.

For example, if the question is: 'Analyse the advantages and disadvantages of the piece rate system of payment for cooks in Jamie's restaurant', then an example of part of an answer which is *not* applied would be:

'The piece rate system encourages faster working by employees and this may reduce the quality of the finished product'. This argument could apply to *any* business, not just a restaurant.

Here is an example of part of an answer that *is* applied:

'If cooks are paid piece rate then they may concentrate on preparing meals too quickly so food may not be cooked properly causing customers to complain'.

Application is a very important skill to demonstrate in Business Studies examinations as different businesses will respond in different ways to problems or ways of resolving them or be affected in different ways by external events. Without demonstrating this skill of application you may lose about 25 per cent of the total marks but, in addition, you are likely to lose marks for the skill of evaluation too.

#### **Analysis**

This skill requires that answers contain more than just knowledge. Analysis can be demonstrated in several different ways in answers to Business Studies questions. For example:

- ✓ Using the theoretical concepts and techniques included in the Business Studies course to explain the advantages and disadvantages of business decision
- Examining the impact on a business of information provided, for example, economic data or information about competitors' actions
- ✓ Selecting information presented in different forms, such as graphs, tables and charts, and identifying trends and changes and explaining their impact on a business
- ✓ Drawing together ideas and information.

If the question is: 'Analyse the likely impact on Business B's profits of an increase in its selling prices' then an example of one part of an analytical response would be:

'An increase in prices means that the gross profit margin on each unit sold will be higher, assuming that the costs of making it did not increase too. If the business sells the same amount as before, then total gross profits will rise'.

#### **Evaluation**

This skill requires students to draw conclusions from the arguments used, make judgements which are supported or make recommendations that are justified by preceding analysis. To be really effective – and to earn good marks – the evaluation should be rooted in the context of the business featured in the data or case study – which means the judgement made must be applied to the business.

Before evaluation can be effectively demonstrated, the answer must show evidence of knowledge, application and analysis. Evaluation cannot just 'appear' in an answer without the building up of relevant and applied arguments, based on subject knowledge, to support it. Many examples of questions that require evaluation – and students' answers to them – are contained in this book.

# How will I know which skills are being examined?



Questions consist of:

'Command word' + Topic being examined + Context (for example, case study).

Spend time thinking about what each question is asking before writing answers!

The 'command words' are the important word or words that appear in a question that indicate to students which skills are

#### xii Introduction

being examined. It is very important that you understand these command words so that you do not:

- ✓ waste time developing an answer with examination skills that *are not* being examined in a question
- throw away marks by not showing evidence of the skills that are being examined.

These are the main command words that will be used on Business Studies AS and A level examination papers:

Command words	Skills being examined
State List Define What is meant by	Knowledge
Calculate for this business Explain how this business From the data outline	Knowledge Application
Analyse Explain why Explain the advantages and disadvantages of	Knowledge Application Analysis
Evaluate Discuss Assess Recommend and justify Do you agree	Knowledge Application Analysis Evaluation



Spend time analysing questions to decide which is the best way to demonstrate evaluation in an answer. For example: 'Recommend' requires a justified recommendation, 'evaluate the factors' requires a prioritisation of factors, 'Discuss' requires a balancing of arguments and so on.

# **Understanding mark schemes**

Have you seen examples of mark schemes for the Business Studies examination papers?



Ask your teacher for examples of mark schemes from past Cambridge examination papers.

Mark schemes are the documents used by examiners to guide their assessment of examination scripts. Although the schemes contain details of the subject knowledge that students are expected to show in their answers, this is not their only purpose. They also give details of the number of marks to be

awarded for each examination skill – and these are normally divided into 'levels' that denote the quality of the answer. It's demonstration of skills that get the marks – the higher the skill, the higher the mark!

# Keys to examination success – the day of the examination

Assuming you have done your very best during the Business Studies course and that you have followed the revision tips above, what are the best ways to prepare for the examination day itself?

- ✓ Check the time of the examination and leave for the exam in plenty of time.
- ✓ Take all of the necessary equipment with you for Business Studies, two black pens (one could run out of ink!), a calculator and a ruler should be sufficient. Your exam centre will want these in a 'see through' plastic case.
- ✓ When the exam starts, read the instructions carefully and ask the invigilator if any of these instructions are unclear before you start writing.
- ✓ Read through case study material very carefully do this again after you have read the questions because a hurried start in answering the first question nearly always leads to poor marks if the case study material is not understood and key points from it are not incorporated in your answer.
- ✓ Look at the marks available for each question and the 'command' word these will indicate to you which of the examination skills are being tested. They will also give you an indication of how long to spend on answering each question.
- ✓ Divide the total time up you may need to make a note of this between the questions in proportion to the marks each one carries.
- ✓ Write as neatly as you can. It is recommended that you leave a line between each paragraph and at least two lines between each separate answer.
- ✓ Plan answers to the longer questions.
- ✓ Allow ten minutes at the end to read through answers to correct any glaring errors or to add a key point that has been missed out.

Now that you have read this introduction you are well prepared with important advice on how to face (your) examinations! However, first, you have to actually do the revision and the remainder of this book will, we hope, make your revision more effective and will help you gain the final grade that you deserve. Good luck in your examinations!

Peter Stimpson Peter Joyce



The following is reproduced by permission of Cambridge International Examinations:

Syllabus Name and Code	Paper and Question Number	Month/Year	Chapter/Page in Book
Cambridge International AS and A Level Business Studies 9707	Paper 31, Section B, Q6	June 2010	Chapter 7, Page 42
Cambridge International AS and A Level Business Studies 9707	Paper 11, Section B, Q5	November 2010	Chapter 8, Page 48
Cambridge International AS and A Level Business Studies 9707	Paper 21, Q2(d)	November 2010	Chapter 10, Page 60
Cambridge International AS and A Level Business Studies 9707	Paper 22, Q2(c)	November 2010	Chapter 15, Page 93
Cambridge International AS and A Level Business Studies 9707	Paper 32, Section A, Q1&3	November 2010	Chapter 18, Page 112
Cambridge International AS and A Level Business Studies 9707	Paper 21, Q1(d)	November 2009	Chapter 21, Page 129
Cambridge International AS and A Level Business Studies 9707	Paper 21, Q1(c)	November 2009	Chapter 22, Page 134
Cambridge International AS and A Level Business Studies 9707	Paper 31, Section A, Q2	November 2009	Chapter 24, Page 146
Cambridge International AS and A Level Business Studies 9707	Paper 3, Section A, Q3(a)&(b)	November 2008	Chapter 25, Page 150
Cambridge International AS and A Level Business Studies 9707	Paper 23, Q2(b) (I)&(II)	June 2011	Chapter 27, Page 165
Cambridge International AS and A Level Business Studies 9707	Paper 31, Section A, Q2	November 2010	Chapter 28, Page 171
Cambridge International AS and A Level Business Studies 9707	Paper 33, Q1	June 2010	Chapter 32, Page 194
Cambridge International AS and A Level Business Studies 9707	Paper 32, Q4	November 2010	Chapter 33, Page 200
Cambridge International Business Studies 9707	Paper 31	June 2010	Chapter 34, Page 205
Cambridge International AS and A Level Business Studies 9707	Paper 33, Section B, Q6	June 2011	Chapter 35, Page 211
Cambridge International AS and A Level Business Studies 9707	Paper 32, Section A, Q5(a)&(b)	June 2010	Chapter 36, Page 218
Cambridge International AS and A Level Business Studies 9707	Paper 31, Section B, Q7	June 2011	Chapter 37, Page 225
Cambridge International AS and A Level Business Studies 9707	Paper 32, Section B, Q7	June 2011	Chapter 37, Page 225