



Cambridge Assessment International Education

Cambridge International General Certificate of Secondary Education (9–1)

CANDIDATE NAME				
CENTRE NUMBER		CANDIDATE NUMBER		

BUSINESS STUDIES

0986/21

Paper 2

May/June 2019

1 hour 30 minutes

Candidates answer on the Question Paper.

No Additional Materials are required.

READ THESE INSTRUCTIONS FIRST

Write your centre number, candidate number and name in the spaces at the top of this page.

Write in dark blue or black pen.

You may use an HB pencil for any diagrams, graphs or rough working.

Do not use staples, paper clips, glue or correction fluid.

DO NOT WRITE IN ANY BARCODES.

Answer all questions.

The Insert contains the case study.

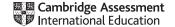
The businesses described in this question paper are entirely fictitious.

At the end of the examination, fasten all your work securely together.

The number of marks is given in brackets [] at the end of each question or part question.

The total number of marks for this paper is 80.

This document consists of 9 printed pages and 3 blank pages.



I	(a)	Identify and explain one advantage and one disadvantage to SA of starting to sell new products in a niche market.
		Advantage:
		Explanation:
		Disadvantage:
		Freeling
		Explanation:
		[8

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		 	•••••	
Brand imag	je:	 		
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2	(a)	Identify and explain how the following two stakeholder groups might be affected by SA's pl to expand.	lans
		Shareholders:	
		Local community:	
			[8]

Consider the following three benefits to SA of having well-motivated employees. Which be will be the most important to SA if it wants to increase profit? Justify your answer.
Higher output:
Fewer employees leaving:
Higher quality:
Conclusion:

3	(a)	Identify and explain two ways SA could use lean production in its factory.
		Way 1:
		Explanation:
		Way 2:
		Explanation:

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 answer.
Leadership style 1:
Leadership style 2:
Leadership style 3:
Recommendation:

4	(a)	Identify and explain two opportunities and two threats for businesses in country Z from globalisation.	
		Opportunity 1:	
		Explanation:	
		Opportunity 2:	
		Explanation:	
		Threat 1:	
		Explanation:	
		Threat 2:	
		Explanation:	[0]

Using Appendix 3 and other information, consider SA's financial position, using liquidity ranked Recommend whether the bank manager should give a loan to SA for the new factory. Juyour answer.

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