

# **Cambridge Assessment International Education**

Cambridge International Advanced Subsidiary and Advanced Level

BUSINESS 9609/21

Paper 2 Data Response

May/June 2018

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.

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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)(i)	Define the term 'cash flow' (line 10).			2
	Knowledg	ge	Marks	
	A correct definition		2	
	A partial, vague or unfocused definition	n	1	
	No creditable content		0	
	The transfer/movement of money in and		Maule	
	Exemplar  The transfer/movement of money in and the transfer/movement of money in the transfer/movement of m	Rationale	Mark	
	Exemplar		Mark 2	
	Exemplar  The transfer/movement of money in	Rationale		
	Exemplar  The transfer/movement of money in and out of the business  The transfer/receiving of money in of	Rationale  All areas covered  Only one direction covered –	2	
	Exemplar  The transfer/movement of money in and out of the business  The transfer/receiving of money in of the business  The transfer/spending of money	Rationale  All areas covered  Only one direction covered – defining cash inflow  Only one direction covered –	2	

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Question			Answer		Marks
1(a)(ii)	Briefly	explain the term 'product porti	folio' (line 2).		3
	Award c	ne mark for each point of explar	nation:		
		Know	ledge	Marks	7
	С	Example or some other way of understanding	f showing good	1	
	В	Sold by a business		1	
	А	Range/catalogue of products/	services	1	
		Exemplar	Rationale	Marks	
		ct portfolio is the range of goods tfolio of products that business s			
	The ra	nge of goods and services sold	Transfer de la constant		$\dashv$
		usiness which can be used to e the best-selling products	All three elements met	3	
	The variety of products the company has to offer for the people  The amount of different products a business sells  What the company uses to keep track of all of its products		No C mark	2	
			Amount is an oblique reference to range	2	71
			reference to range	_	
	of all o	ne company uses to keep track	Bod, inferring 'sold' by a business	1	

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1

0

tion		Answer	
(i)	Using Table 1 and any other for bottled water when the	her relevant data, calculate the price elaste price was reduced.	ticity of demand
		Rationale	Marks
	Correct answer with or wit required)	thout correct working (minus sign not	4
	Correct calculation of % cl	hange in QD <b>AND</b> % change in P	3
	Formula AND calculation calculation of % change in	of both actual changes <b>OR</b> correct n QD <b>OR</b> % change in P	2
	Formulae OR correct calc	ulation of both actual changes	1
	No creditable content		0
	$P = \frac{\$0.63 - 20000}{\$0.90} = \frac{\$0.27}{\$0.90}$ $\frac{100\%}{-30\%} = -3.33$ Answer = -3.33 Common incorrect answer		
	Answer	Rationale	Marks
	(-)3.33	Correct final answer, no working needed	4
	3	Correct answer, ignore minus, no recurring needed	4
	100 and 30 and wrong final answer (0.3)	% change P over % change QD (wrong way round)	3
	Formula and 0.27 and 20 000	Formula and correct calculation of both actual figures	2
		-	

Correct calculation of both actual

Calculation of only 1 actual figure

figures

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0.27 and 20 000

0.9 - 0.63 = 0.27

		Answer		Marks
Explain how	your answer	to 1(b)(i) could be used by CS.		2
Level Knowledge and Application Marks				
2 (APP)	Explanation	of a use of the answer to 1(b)(i) in context	2	
1 (K)	Identification	of a use of PED	1	
0	No creditable	e content	0	
VC s response	hould use moi onse			
Ans	swer	How it might be used		
0 to (–)1 – In	nelastic	The sales discount brought in less revenue sales	e but increased	
(–)1 – Unit elasticity		The sales discount has not changed reven sales	ue but increased	
(–)1 plus (ela	astic)	The sakes discount brought in more revenues sales	ue and increased	
	Level 2 (APP) 1 (K) 0  Note: Correct rule – OFR)  Content PED VC s responsible Ansimon O to (-)1 – In the content of the conte	Level  2 (APP) Explanation  1 (K) Identification  0 No creditable  Note: Correct use of an incorrule – OFR)  Content  • PED is elastic so V • VC should use morresponse  ARA and OFR  Answer  0 to (–)1 – Inelastic	Explain how your answer to 1(b)(i) could be used by CS.  Level Knowledge and Application  2 (APP) Explanation of a use of the answer to 1(b)(i) in context  1 (K) Identification of a use of PED  0 No creditable content  Note: Correct use of an incorrect answer to 1(b)(i) should be fully rewarded and a period of the following properties of the incorrect answer to 1(b)(i) should be fully rewarded and the following properties of the incorrect answer to 1(b)(i) should be fully rewarded and the following properties of the incorrect answer to 1(b)(i) should be fully rewarded and the following properties of the incorrect answer to 1(b)(i) should be fully rewarded and the following properties of the following properties of the incorrect answer to 1(b)(i) should be fully rewarded and the following properties of t	Explain how your answer to 1(b)(i) could be used by CS.    Level   Knowledge and Application   Marks

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Question	Answer				
1(c)	Using Table 2 and any othe Justify your recommendation		ommend which supermarket CS sho	uld close.	11
	Knowledge and Application (4 marks)	Marks	Analysis and Evaluation (7 marks)	Marks	
			A justified recommendation based on a <b>developed</b> argument on the closure of <b>both</b> supermarkets	7	
			A developed recommendation based on a <b>developed</b> argument on the closure of <b>both</b> supermarkets	6	
	Shows understanding of the factors affecting closure of supermarket A and supermarket B	4	A basic recommendation/ judgement based on a <b>developed</b> argument on the closure of <b>both</b> supermarkets	5	
	Shows understanding of the factors affecting closure of supermarket A <b>or</b> supermarket B	3	Developed argument based on the closure of supermarket A <b>and</b> supermarket B	4	
	Shows knowledge of two or more reasons for business closure	2	Developed argument based on the closure of supermarket A <b>or</b> supermarket B	3	
	Shows knowledge of one	4	Limited analysis of supermarket A and supermarket B	2	
	reason for business closure	1	Limited analysis of supermarket A or supermarket B	1	
		No creditab	le content	0	

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Question	Answer					Marks
1(c)	Content: Supermarket A					11
		Pro		Co	on	
	<ul> <li>Higher Revenue</li> <li>Higher Population – bigger customer base</li> <li>Higher unemployment – lower employment odds?</li> <li>Trend is that profit is increasing – will this continue?</li> <li>Has it been given enough time to establish?</li> </ul>		level of avera  Making a loss	_		
			Supern	narket B		
		Pro	•	Co	on	
	<ul> <li>Lower rent</li> <li>Lower unemployment – higher level of average income?</li> <li>Making a profit</li> <li>More established – brand recognition in the area</li> </ul>		<ul> <li>Lower revenue</li> <li>Lower population – smaller customer base</li> <li>Lower unemployment – higher level of average income?</li> <li>Trend is that profit is decreasing – will this continue?</li> <li>Been open longer – is it possible to 'turn it around'.</li> </ul>			
			·	and how it should be a	1	
	Low rent is an	APP Supermarket A's rent is \$150 000 higher than Supermarket B (APP)	This could lead to worse cash flow in Supermarket A (AN – LHS)	However the larger local population means there might be more long term potential to increase revenue and balance out cash flow in the future (DEV – LHS)	EVAL  CS should choose SM A (Basic recommendation)  because it has more potential to increase revenue in the longer term (Developed	
	important indicator ( <b>K</b> )	Supermarket A's rent of \$400 000 is \$150 000 higher than Supermarket B's rent of \$250 000 (APP APP)	The lower local population means that there is less chance of increasing revenue (AN – RHS)	Which means that it is never likely to be as profitable as Supermarket A (DEV – RHS)	recommendation) however it depends on whether SM B's profit continue to fall (Justified recommendation)	

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Question	E		Answer			Marks
1(d)		w the closure of the super (c) could affect two stakeh			l in your	8
	Level	Knowledge and Application (4 marks)	Marks	Analysis (4 marks)	Marks	
	2b	Shows understanding of the effect of the closure on <b>two</b> stakeholders of CS	4	Developed analysis of the closure of the supermarket on <b>two</b> stakeholders of CS	4	
	2a	Shows understanding of the effect of the closure on <b>one</b> stakeholder of CS	3	Developed analysis of the effect of the closure of the supermarket on one stakeholder of CS	3	
	1b	Shows knowledge of and gives one or more stakeholder examples OR two examples of stakeholders	2	Limited analysis of the effect of closure on <b>two</b> stakeholders	2	
	1a	Shows knowledge of stakeholders (definition) OR one example of a stakeholder	1	Limited analysis of the effect of closure on <b>one</b> stakeholder	1	
	0 No creditable content 0					
	Customers – May have to go to another supermarket, or travel further to use CS  Employees – those made redundant in the closed supermarket may be unemployed and have lower incomes, or may be transferred to another supermarket. Those who are not made redundant (in other supermarket) may be more motivated (if they feel lucky to be still working) less motivated (if they worry they are next).  Owners – may have less profit as there are high redundancy costs. May eventually have higher profits as the business is more efficient.  Managers – may lose their job or be transferred to another supermarket Banks/lenders – may worry about the future of CS and not lend for any future ventures  Local community – increased unemployment in area of closed supermarket, lower average income, less choice of supermarket  Government – increased unemployment, lower income tax revenue.					
	ARA					

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Question	Answer			
1(d)				
	Examples of stakeholders	Examples of application/ context	Examples of possible analysis	
	Customers	Local customers will have to travel further to get to a supermarket	May choose an alternative supermarket  → which leads to increased travel time	
	Employees	Because of high unemployment in the area	May struggle to find another job → Lead to a lower quality of life → affect the ability to look after their family/pay rent → lead to less emphasis on children's education	
	Local government/ council	Supermarkets employ a lot of staff	Less tax paid → lowers the overall amount available for community projects → increases taxes or reduction in services → affects the community negatively	
	Suppliers	Of bottled water	Reduction in demand → increase in wastage → reduction in employees needed → increased unemployment in the local area	

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Question	Answer				
2(a)(i)	Define the term 'retained earnings' (li	ne 15).		2	
	Knowledg	je	Marks	$\exists     $	
	A correct definition		2		
	A partial, vague or unfocused definition	1	1	<b>]</b>	
	No creditable content		0		
	A correct definition will include:  • An idea that money has been kept by a business • An idea that it is profit  Exemplar Rationale Marks				
	The money remaining in the business after it subtracts its expenses	Both elements	2		
	The money kept by a business	No idea of profit/earnings element	1		
	Earnings set aside for a later day	Idea of keeping within the business (earnings taut)	1		
	The profit made by the business	An idea of profit	1		
	The money that the business owner saved	To vague	0		

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Question			Answer		Marks
2(a)(ii)	Briefly 6	explain the term 'public limited	company' (line 1)		3
	Award o	ne mark for each point of explan	ation:		
		Knowl	edge	Marks	
	С	Example or some other way of understanding e.g. Published a		1	
	В	To the general public/through	stock exchange/	1	
	Α	Has shareholders/can sell shareholders/can s	res	1	
		limited company has shareholded e. It also has limited liability, con  Exemplar			
			,	1	
		and bought through the stock	All points met	Ü	
		is a large company that sells to the public.	A and B	2	
	Has sh	areholders and has limited	A and C	2	
		ed by the government, has olders and had limited liability	A and C, ignore the incorrect govt. reference	2	
	Has sh	areholders	A only	1	
	Owned	by the government	Wrong	0	
	Is a lar	ge company	Too vague	0	

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Question	Answer				
2(b)(i)	Calculate VC's working capital.			2	
	Ratio	onale	Marks		
	Correct answer with or without wor	king	2		
	Correct use of figures/formula		1		
	No creditable content		0		
	Content Current assets – current liabilities  \$5m – \$4m = \$1m  Common answers				
	Answer	Rationale	Marks		
	\$1m (with or without \$)	Correct answer	2		
	\$5m - \$4m = \$1m	Correct answer	2		
	5 – 4 = 1	No need for \$ or M	2		
	5-4=1 \$5m - \$4m = \$6m	No need for \$ or M  Correct use but wrong answer	2		
		·			
	\$5m - \$4m = \$6m	Correct use but wrong answer	1		
	\$5m - \$4m = \$6m  Current assets - current liabilities	Correct use but wrong answer Correct formula	1		

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Question	_	Answer		Marks
2(b)(ii)	Explain two	ways in which VC could improve its working capital.		4
	Level	Knowledge and Application	Marks	
	2b (APP + APP)	Explanation of two ways to improve working capital in context	4	
	2a (APP)	Explanation of one way to improve working capital in context	3	
	1b (KK)	Identification of two ways to improve working capital	1	
	1a (K)	Identification of one way to improve working capital	1	
	0	No creditable content	0	
	months) Increase curre Incre disco Incre sales Incre	ease cash/money – retain more profit, sell fixed assets, sell bunts, find cheaper suppliers etc. ease debtors – only if they are new sales that would not ha	ll shares, negotiate ave been cash	
	<ul> <li>Replay</li> <li>will</li> <li>Possible con</li> <li>Redu</li> <li>Incre</li> </ul>	rent liabilities: ace short term debt (overdraft and creditors for example) of not improve WC if it is paying debt off with cash  atext (APP) action of Current liabilities from \$4m ase in Current assets from \$5m ase their stock of veg/cans	with long term debt	
		ease their trade receivables (debtors) from customers/foo ease their trade payables (creditors) from suppliers of veg/		

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Question	Answer	Marks
2(c)	Analyse two methods of selection VC could use when choosing a new manager for the factory.	8

Level	Knowledge and Application (4 marks)	Marks	Analysis (4 marks)	Marks		
2b	Shows understanding of how VC could use two or more methods of selection	4	Developed analysis of two method of selection in context	4		
2a	Shows understanding of how VC could use one method of selection	3	Developed analysis of one method of selection in context	3		
1b	Shows knowledge of two or more methods of selection	2	Limited analysis of two or more methods of selection	2		
1a	Shows knowledge of one method of selection	1	Limited analysis of one method of selection	1		
0	No creditable content			0		

# Content

- CV/application forms look for experience in the industry, advantages and disadvantaged of using CVs. All on paper. Does not bring the candidate to life and show motivation or finance skills
- Interviews ask questions that shows knowledge and how the applicant would deal with situations e.g., employee relations
- Tests e.g., role play could be used as part of the selection process. This would have good advantages for VC – can see who has the best inventory management and finance skills
- Trial period (probation) before formalizing any job offer. Advantages and disadvantages of this.

# ARA

Examples of methods	Examples of application/context	Examples of possible analysis
CV/application forms	Identify relevant experience of inventory management	Minimises the number of applicants to be interviewed to those who identify skills
Interviews	Ask questions relating to employee management	Allows for the selection of managers who can explain problems or situations
Tests	Work based tests of inventory management and finance skills	Can select manager with the best demonstrable skills which reduces mistakes
Trial period	Trial as factory manager	Ensures that the manager isn't exaggerating the truth and can do his job

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# May/June 2018

Question	Answer					
2(d)	Evaluate the usefulness of the product life cycle to VC when making marketing decisions.					
	Knowledge and Application (4 marks)  Marks  Analysis and Evaluati (7 marks)		Analysis and Evaluation (7 marks)	Marks		
			A justified evaluation based on a developed argument of <b>one or more</b> uses of the Product Life Cycle in context	7		
			A developed evaluation based on a developed argument of <b>one or more</b> uses of the Product Life Cycle in context	6		
			A basic evaluation based on a developed argument of <b>one or more</b> uses of the Product Life Cycle in context	5		
	Shows knowledge of the product life cycle AND marketing decisions in context	4	Developed argument of two or more uses of the product life cycle in context	4		
	Shows knowledge of the product life cycle OR marketing decisions in context	3	Developed argument of one use of the product life cycle in context	3		
	Shows knowledge of the product life cycle AND marketing decisions	2	Limited analysis of two or more uses of the product life cycle	2		
	Shows knowledge of the product life cycle OR marketing decisions	1	Limited analysis of one use of the product life cycle	1		
	No creditable content					
	Note: Full marks can be gained from only ONE use of the product life cycle; two DEV's must still be awarded (pros and cons)					

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Question	Answer				Marks	
2(d)	<ul> <li>Content</li> <li>Can identify the varieties which may require extension strategies (i.e. develop product)</li> <li>Can identify varieties which should be discontinued (in in decline)</li> <li>Can identify where promotional spending should be – i.e. on varieties in growth stage</li> <li>Can help to know which pricing strategies to use</li> <li>Can help to know which distribution channels to use</li> <li>Can help to introduce the new frozen veg into the market</li> <li>Can help to manage a large portfolio of varieties/products</li> </ul> An example of how an answer could develop and how it should be annotated.				11	
	К	APP	AN	ANAN	EVAL	
	Could identify canned then be reformulated or rebranded to extend their life phase	Which could influence promotional activities and spending	(Basic recommendation)  because it means they can manage their product lines and			
	from birth/ invention to death/ decline	Can manage a large portfolio of canned products	Which may result in a reduction in product duplication	Which could minimise the product range and reduce inventory costs	maximise revenue (Developed recommendation)  however it depends on the quality of the information gathered (Justified recommendation)	

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