



Cambridge IGCSE™ (9-1)

CANDIDATE
NAME

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BUSINESS STUDIES

0986/21

Paper 2 Case Study

October/November 2023

1 hour 30 minutes

You must answer on the question paper.

You will need: Insert (enclosed)

INSTRUCTIONS

- Answer **all** questions.
- Use a black or dark blue pen. You may use an HB pencil for any diagrams or graphs.
- Write your name, centre number and candidate number in the boxes at the top of the page.
- Write your answer to each question in the space provided.
- Do **not** use an erasable pen or correction fluid.
- Do **not** write on any bar codes.
- You may use a calculator.

INFORMATION

- The total mark for this paper is 80.
- The number of marks for each question or part question is shown in brackets [].
- The insert contains the case study.

This document has **12** pages. Any blank pages are indicated.



- 1 (a) Explain **two** advantages and **two** disadvantages of PH being a public limited company.

Advantage 1:

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Advantage 2:

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Disadvantage 1:

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Disadvantage 2:

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[8]

(b) Consider the following **two** ways PH could ensure quality production. Which way should PH choose? Justify your answer.

- Quality control
- Quality assurance

Quality control:

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Quality assurance:

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Recommendation:

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[12]

- 2 (a) Explain **two** limitations and **two** benefits to a business of developing new products.

Limitation 1:

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Limitation 2:

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Benefit 1:

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Benefit 2:

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[8]

(b) Consider the advantages and disadvantages of the following **three** methods PH uses to collect market research data. Which method is most likely to ensure that accurate data is collected? Justify your answer.

- A focus group made up of existing customers
- An online survey with only 5 questions
- Secondary research including government sources

A focus group made up of existing customers:

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An online survey with only 5 questions:

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Secondary research including government sources:

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Conclusion:

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[12]

- 3 (a) Explain **two** reasons why training is important to PH.

Reason 1:

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Explanation:

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Reason 2:

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Explanation:

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[8]

(b) Consider how the following **three** groups might use the financial data shown in Appendix 3. Which group will find this data most useful? Justify your answer.

- PH's employees
- PH's shareholders
- Competitor considering taking over PH

PH's employees:

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PH's shareholders:

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Competitor considering taking over PH:

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Conclusion:

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..... [12]

- 4 (a) Explain **two** benefits of PH's employees becoming members of a trade union.

Benefit 1:

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Explanation:

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Benefit 2:

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Explanation:

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[8]

- (b) Consider **three** possible benefits for PH of becoming a multinational company. Which benefit is likely to be the most important? Justify your answer.

Benefit 1:

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Benefit 2:

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Benefit 3:

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Conclusion:

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[12]

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