

Solutions

IGCSE Business answers are marked by **level of response**: award **K** knowledge, **App** application, **An** analysis and **Ev** a justified judgement.

Each answer shows the steps, then the **result**.

2.1

- a **stakeholder** is any person or group **affected by** a business or with an **interest** in it (K)

2.2

- any **two** of: survival / profit / growth / market share / customer service / social objectives (K, K)

2.3

(a)

- employees: **fair pay** / safe work / secure jobs (K)

(b)

- community: **jobs** / no pollution or noise (K)

3.1

- any **two** of: owners / employees / customers / suppliers / government / community / banks (K, K)

3.2

- for **each** of two reasons: K + An, max 3 each
- e.g. **owners vs employees**: owners want lower wages for profit; employees want higher pay
- e.g. **owners vs community**: cutting costs may raise pollution

3.3

- **for**: machines cut costs → owners gain profit, customers may get lower prices
- **against**: workers lose jobs; high set-up cost
- **judgement (Ev)**: helps owners and customers, harms employees and the community — it depends on the saving and how workers are treated