

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

- **recruitment** is finding and attracting people to **apply for a job** (K)

2.2

- **job description**: duties and tasks of the job (K)
- **person specification**: skills and qualities the right person needs (K)

2.3

- **redundancy**: the **job** is no longer needed (K)
- **dismissal**: the **worker** is removed for a reason such as poor work (K)

3.1

- any **two** of: application form / CV / interview / skills test (K, K)

3.2

- for **each** of two benefits: K + An, max 3 each
- e.g. **higher productivity**: fewer mistakes → less waste → lower costs
- e.g. **motivation**: workers feel valued → they stay longer → lower labour turnover

3.3

- **for internal**: cheaper, faster, person known, motivates other staff
- **against**: no new ideas, leaves another vacancy
- **judgement (Ev)**: internal is good when speed matters; external if no suitable internal candidate exists