

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS  
AS GCE**

**G041/01**

**APPLIED INFORMATION AND  
COMMUNICATION TECHNOLOGY**

**How Organisations Use ICT**

**FRIDAY 23 MAY 2014: Morning**

**DURATION: 1 hour 30 minutes  
plus your additional time allowance**

**MODIFIED ENLARGED**

<b>Candidate forename</b>		<b>Candidate surname</b>	
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<b>Centre number</b>						<b>Candidate number</b>				
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**Candidates answer on the Question Paper.**

**OCR SUPPLIED MATERIALS:**

**Instructions for Candidates G041/01/IC (inserted)**

**OTHER MATERIALS REQUIRED:**

**Candidates pre-prepared materials for pre-release  
tasks 1, 2 and 3**

**READ INSTRUCTIONS OVERLEAF**

## **INSTRUCTIONS TO CANDIDATES**

- The Insert will be found inside this document.
- Write your name, centre number and candidate number in the boxes on the first page. Please write clearly and in capital letters.
- Use black ink. HB pencil may be used for graphs and diagrams only.
- Answer ALL the questions.
- Read each question carefully. Make sure you know what you have to do before starting your answer.
- Write your answer to each question in the space provided. Additional paper may be used if necessary but you must clearly show your candidate number, centre number and question number(s).
- Attach your pre-prepared material for tasks 1–3.

## **INFORMATION FOR CANDIDATES**

- 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 100.
- Any blank pages are indicated.

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## SECTION A

This section relates to the case study on Progress Local Supermarkets (PLS).

- 1 The Office Services Director in PLS is responsible for a number of job functions. One of these is human resources (HR).

Identify the **THREE** other job functions that this director is responsible for and describe **ONE** task done by each job function.

Job function 1 \_\_\_\_\_

Task \_\_\_\_\_

\_\_\_\_\_

Job function 2 \_\_\_\_\_

Task \_\_\_\_\_

\_\_\_\_\_

Job function 3 \_\_\_\_\_

Task \_\_\_\_\_

\_\_\_\_\_

[6]

**2 Describe the role of the Distribution Manager in PLS.**

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**[4]**

**3 PLS has a hierarchical organisational structure. The Managing Director is at the top of the structure.**

**(i) Identify the TWO job roles of staff in a supermarket who are at the base of the organisational structure.**

**1** \_\_\_\_\_

**2** \_\_\_\_\_

**[2]**

**(ii) Describe the reporting line between the member of staff and the Managing Director for ONE of these job roles.**

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

**[4]**

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**4 Payment of supermarket staff is an important process in PLS.**

**(a) (i) Identify the ONE item of information entered into the payroll system by the HR assistants.**

\_\_\_\_\_ **[1]**

**(ii) Describe how this information is obtained.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ **[3]**



**(b) Describe the processing AND calculation required to give the net monthly pay for an hourly paid member of staff.**

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**[4]**

**5 An ICT system is used in PLS supermarkets for RE-STOCKING.**

**Describe ONE example of each of the following for this system:**

**(i) hardware**

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[2]

**(ii) software**

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[2]

**(iii) input data**

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[2]

**(iv) processing**

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[2]

**(v) outputs**

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[2]

**6 The Operations Director at PLS is considering the introduction of an automated warehouse system.**

**(a) Explain ONE strength of the current system used in the warehouse.**

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[2]

**(b) Explain ONE weakness of the current system used in the warehouse.**

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[2]

**(c) Discuss the impacts on the company and its staff of introducing an automated system in the warehouse.**

[illegible]

- 7 The Sales and Marketing Director wants to introduce a customer loyalty scheme to PLS. This will require them to collect personal data from customers.**

**Explain THREE steps PLS must take when collecting and storing customer data to ensure it complies with the Data Protection Act (1998).**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**3** \_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

**[6]**

## **SECTION B**

**You do not need the case study or your notes to answer these questions.**

- 8 A company that supplies petrol and diesel to motorists is an example of a commercial organisation.**

**Describe the main purpose of a commercial organisation.**

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**[2]**

**9 A company that sells goods online communicates with its customers by email for different purposes.**

**(a) Describe TWO different purposes the company could use email for, when communicating with customers.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**[4]**



**(b) Explain TWO problems for the company associated with using email.**

**1** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**[4]**

**10 Technological developments and the increased use of ICT have meant that an increasing number of office-based staff can work from home.**

**(a) Explain ONE positive effect on staff of working from home.**

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**[2]**

**(b) Explain TWO negative effects on staff of working from home.**

**1** 

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**2** 

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**[4]**

**(c) Explain ONE benefit and ONE limitation to the employer of staff working from home.**

**Benefit** \_\_\_\_\_

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\_\_\_\_\_

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**Limitation** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**[4]**

**END OF QUESTION PAPER**



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