

**OXFORD CAMBRIDGE AND RSA EXAMINATIONS
AS GCE
G041/01**

**APPLIED INFORMATION AND
COMMUNICATION TECHNOLOGY**

How Organisations use ICT

FRIDAY 26 MAY 2017: MORNING

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

MODIFIED ENLARGED 24pt

Candidate forename						Candidate surname				
Centre number						Candidate number				

Candidates answer on the Question Paper.

OCR SUPPLIED MATERIALS:

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

OTHER MATERIALS REQUIRED:

**Candidate's pre-prepared materials
for pre-release tasks 1, 2 and 3**

READ INSTRUCTIONS OVERLEAF



INSTRUCTIONS TO CANDIDATES

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.

Answer ALL the questions.

SECTION A

This section relates to the case study on Progress Staffing Services (PSS)

- 1 The Office Services Manager in PSS oversees the work of three job functions. One of these job functions is finance.**

Identify the TWO OTHER job functions that this manager is responsible for. Describe TWO tasks each job function does.

Job function 1 _____

Task 1 _____

Task 2 _____

Job function 2 _____

Task 1 _____

Task 2 _____

[6]

2 Describe the role of the Marketing Manager.

[6]

3 Paying agency workers is an important process in PSS.

(a) The WORKER HOURLY RATE is one item of information transferred from the accounts system to the payroll system.

(i) Identify THE OTHER item of information transferred from the accounts system to the payroll system.

_____ **[1]**

(ii) Describe how the value of WORKER HOURLY RATE is calculated.

_____ **[2]**

[illegible]

(c) Identify the hardcopy output from the payroll system and describe the information it provides.

[4]

4 During the process of recruiting agency workers, the human resources (HR) assistants use an ICT system.

Describe ONE example of each of the following for this system.

(i) hardware

[2]

(ii) software

[2]

(iii) input data

[2]

(iv) processing

[2]

(v) outputs

[2]

5 The owner of PSS is planning to expand the company. This will change the company's organisational structure. The owner wants to know how this change in organisational structure will affect the company.

(a) Explain ONE benefit to the COMPANY EMPLOYEES of the current organisational structure.

[2]

(b) State the change that will happen to the organisational structure of PSS.

[1]

(c) Explain ONE effect the change in organisational structure may have on the company.

[2]

6 If the company expands, the owner of PSS wants to make increased use of technology to improve the procedures for recruiting agency workers without losing the strengths of the current procedures.

(a) Explain TWO strengths of the current procedures for recruiting agency workers.

1 _____

2 _____

[4]

(b) Explain how technology could be used to improve the procedures for recruiting agency workers without losing the strengths of the current procedures. You should consider any problems that might arise.

[illegible]

SECTION B

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

Westwood Food Delivery

Westwood Food Delivery is an online supermarket. Before placing an order, customers must set up an account on the company's website by entering their email address and a password. Customers then order their groceries by selecting each item and adding it to a basket. When all required items are in the basket, the customer enters the delivery address and selects a timed delivery slot. This can be at any time of the day or night. They pay for the order by entering their credit/debit card details on the checkout page.

Westwood Food Delivery's whole operation is computerised and runs 24 hours a day. The company has a huge warehouse where all the groceries are stored and the orders are picked and packed. For each order the computer system selects each item from a storage bay and places it in a tray. The trays travel along conveyor belts to a worker who checks the items against the customer order on a screen and packs it in crates ready for delivery. Each crate has an electronic tag that includes the customer order number. When this passes a reader, the delivery address is looked up and the crate is routed to the correct delivery vehicle.

7 Westwood Food Delivery requires customers to provide an email address.

Describe TWO ways that Westwood Food Deliveries could use email to communicate with customers.

1 _____

2 _____

[4]

8 Westwood Food Delivery uses a computerised system to process customer orders.

(a) Explain TWO benefits to the company of using the computerised system.

1 _____

2 _____

[4]

(b) Explain ONE disadvantage to the company of using the computerised system.

[2]

9 Westwood Food Delivery is a 24 hour operation. This means that employees are required to work shifts, so that sufficient packers and delivery drivers are available to fulfil orders at any time of the day or night.

(a) Explain ONE positive effect on employees of this type of working.

[2]

(b) Explain ONE negative effect on employees of this type of working.

[2]

[6]

END OF QUESTION PAPER

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