

Business Studies: Unit 2 Exam Practice; Revision Notes

Business Structures

- **Hierarchy:** A series of levels in a business where each level has responsibility for and authority over the levels below.
- **Tall Structure:** Lots of levels. Narrow spans of control. Messages take a long time to get from one end to the other. A lot of paperwork.
- **Flat Structure:** Few levels. Wide spans of control. People given more responsibility and freedom. Managers get overwhelmed by amount of people reporting to them
 - **Span of Control:** The number of people who report directly to a manager.

Centralized Structures

- All decisions are made by one person.
- Business leaders tend to have experience, managers get an overview of the whole business, and senior managers understand central budgeting restrictions and can make decisions to save the whole business money.
- Not many people are expert enough in all aspects of the business, can be de-motivating for other employees, decisions can take a long time.

Decentralized Structures

- Shares out authority to more junior employees (delegation) and is usually used in national and multinational organisations.
- Motivates employees, they can use expert knowledge of their own sector, decisions made more quickly.
- Subordinates may not have enough experience to make decisions, inconsistencies may develop between sectors, junior employees may not be able to see the overall situation.

Delaying

- When a business removes a layer of its hierarchy (usually from somewhere in the middle).
- Helps lower costs.
- Flatter structure; broader spans of control.
- Gives junior employees enhanced roles with more responsibility.

Measuring Workforce Effectiveness

Human Resource Management

- Ensure the business has the right number of employees and that they're of the right quality in terms of qualifications and skills
- Plans how to recruit staff
- Strategies can be short-term (seasonal employees) or long term
- How to terminate staff
- Performance management system: Labour productivity, absenteeism, labour turnover.

Labour Productivity

- $$\text{Labour productivity} = \frac{\text{Output per period}}{\text{Number of employees}}$$
- The higher the labour productivity, the better the workforce is performing
- As labour productivity increases, labour costs per unit fall
- Can be improved by improving worker motivation and also by training employees.

Consequences of Increasing Productivity

- Paying workers a piece rate encourages staff to produce more, therefore managers should take care that quality doesn't suffer in the process.
- Means redundancies and job losses unless sales increase.
- Must balance productivity with things like long-term worker motivation.

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Malcolm Surridge



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Table of Contents Business Studies Unit 4 Revision Guide Tutor2u

1. Understanding the eBook Business Studies Unit 4 Revision Guide Tutor2u
 - The Rise of Digital Reading Business Studies Unit 4 Revision Guide Tutor2u
 - Advantages of eBooks Over Traditional Books
2. Identifying Business Studies Unit 4 Revision Guide Tutor2u
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Business Studies Unit 4 Revision Guide Tutor2u
 - User-Friendly Interface
4. Exploring eBook Recommendations from Business Studies Unit 4 Revision Guide Tutor2u
 - Personalized Recommendations
 - Business Studies Unit 4 Revision Guide Tutor2u User Reviews and Ratings
 - Business Studies Unit 4 Revision Guide Tutor2u and Bestseller Lists
5. Accessing Business Studies Unit 4 Revision Guide Tutor2u Free and Paid eBooks
 - Business Studies Unit 4 Revision Guide Tutor2u Public Domain eBooks

- Business Studies Unit 4 Revision Guide Tutor2u eBook Subscription Services
- Business Studies Unit 4 Revision Guide Tutor2u Budget-Friendly Options
- 6. Navigating Business Studies Unit 4 Revision Guide Tutor2u eBook Formats
 - ePub, PDF, MOBI, and More
 - Business Studies Unit 4 Revision Guide Tutor2u Compatibility with Devices
 - Business Studies Unit 4 Revision Guide Tutor2u Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Business Studies Unit 4 Revision Guide Tutor2u
 - Highlighting and Note-Taking Business Studies Unit 4 Revision Guide Tutor2u
 - Interactive Elements Business Studies Unit 4 Revision Guide Tutor2u
- 8. Staying Engaged with Business Studies Unit 4 Revision Guide Tutor2u
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Business Studies Unit 4 Revision Guide Tutor2u
- 9. Balancing eBooks and Physical Books Business Studies Unit 4 Revision Guide Tutor2u
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Business Studies Unit 4 Revision Guide Tutor2u
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Business Studies Unit 4 Revision Guide Tutor2u
 - Setting Reading Goals Business Studies Unit 4 Revision Guide Tutor2u
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Business Studies Unit 4 Revision Guide Tutor2u
 - Fact-Checking eBook Content of Business Studies Unit 4 Revision Guide Tutor2u
 - Distinguishing Credible Sources
- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks

14. Embracing eBook Trends

- Integration of Multimedia Elements
- Interactive and Gamified eBooks

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