4.1 Organisational structures and span of control: 10-minute Pack

AQA 8132 · Calculator allowed · about 10 minutes

Total Marks

Name: _____ Date: ____ / ____ / _____

Answer ALL questions in the spaces provided. Show your working for any calculation: method marks are available even if your final answer is wrong. Bramwell Logistics, used throughout this pack, is a fictional business.

1 Which one of the following best describes an organisational structure?

- ☐ A) The list of products a business sells
- ☐ B) The way a business arranges its staff into levels of authority and responsibility, often shown as a chart
- ☐ C) The total amount of money a business owes
- ☐ D) The advertising methods a business uses

(Total for Question 1 is 1 mark)

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2 State two factors that could influence how wide or narrow a manager's span of control should be.

(Total for Question 2 is 2 marks)

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3 Define each of the following organisational structure terms.

(a) Hierarchy **(1)**

(b) Chain of command **(1)**

(c) Delayering **(1)**

(Total for Question 3 is 3 marks)

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4 Explain one advantage to Bramwell Logistics of having a tall organisational structure (many levels of hierarchy).

(Total for Question 4 is 3 marks)

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Mark scheme · 4.1 Organisational structures and span of control: 10-minute Pack

Question 1

B cao **B1**

Answer: B

Question 2

one acceptable factor, e.g. how experienced/skilled the subordinates are **B1**

a second acceptable factor, e.g. how complex or routine the work is, or how much time the manager has to supervise each person **B1**

Answer: Any two, e.g. how experienced the subordinates are; how complex or routine the work is.

Question 3

(a) the number of levels of authority within a business, from the most senior to the most junior **B1**

(a) Answer: The number of levels of authority within a business, from most senior to most junior.

(b) the route through which instructions/authority pass down from senior management to junior staff **B1**

(b) Answer: The route through which instructions pass down from senior management to junior staff.

(c) removing one or more layers/levels of management from a hierarchy **B1**

(c) Answer: Removing one or more layers of management from a hierarchy.

Question 4

identifies the advantage, e.g. each manager has a narrow span of control **B1**

develops the point, e.g. this means a manager can supervise, support and check each subordinate's work more closely **B1**

links clearly to an outcome, e.g. leading to closer quality control and clearer promotion routes for staff **B1**

Answer: A tall structure gives each manager a narrow span of control, so they can supervise and support each subordinate more closely, leading to closer quality control and clearer promotion routes.

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