2 ADN is a food retailer. It has 5 shops and 300 full-time employees. All ADN's employees receive off-the-job training. ADN has a tall hierarchical structure. Managers have a narrow span of control and all use an autocratic leadership style. ADN's directors are planning to expand the business and cannot decide whether it is better for a business to use internal growth or external growth.

(a) Define 'span of control'.

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..... [2]

(b) Define 'autocratic leadership style'.

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..... [2]

(c) Outline **two** benefits to ADN of having full-time employees.

Benefit 1: .....

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Benefit 2: .....

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..... [4]

(d) Explain **one** benefit and **one** limitation to ADN of using off-the-job training.

Benefit: .....

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Explanation: .....

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Limitation: .....

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Explanation: .....

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..... [6]

(e) Do you think it is better for a business to use internal growth or external growth when planning to expand? Justify your answer.

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..... [6]