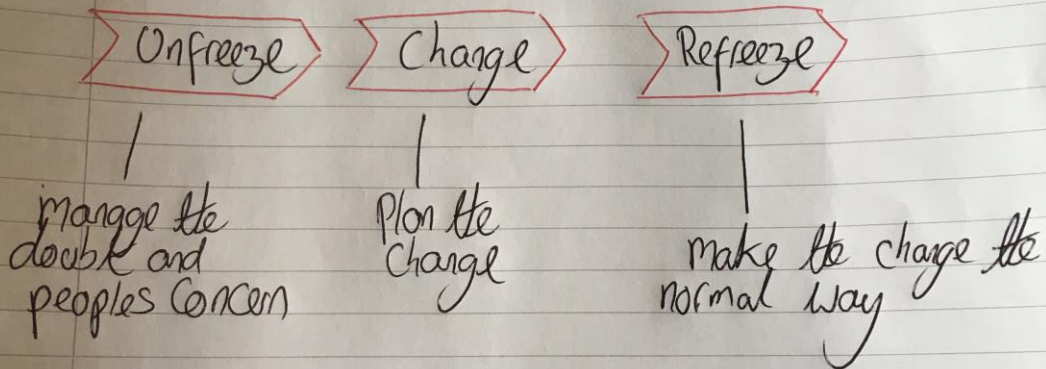


- d) 2 factors to be considered when making a capital investment are the level of inflation and interest rates and the world market. Especially in the current climate

Question 2.

There will always be resistance to change

- Use Lewin's model



- lot of people are scared of new technology
- People assume computer use means loss of jobs
- Need to make better use of systems to become more efficient
- Have to communicate with all members of staff to reassure people.