



# ICM

SEPTEMBER 2015

PEOPLE IN BUSINESS

**Instructions to candidates:**

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
- b) Answer any FOUR questions
- c) All questions carry equal marks. Marks for each question are shown in [ ]
1. a) Explain the term **working environment**. [5]  
b) Explain briefly the TWO main subdivisions of communication. [3 each]  
c) Discuss the difference between a formal and informal group. [8]  
d) Explain the term **casual work**. [6]
2. a) Explain the term **mass media**. [8]  
b) Outline the purposes of an AGM. [5]  
c) Explain the term **communication**. [6]  
d) Explain the principal benefits of a statutory minimum wage. [6]
3. a) State the importance of a job description. [10]  
b) Explain briefly the main purposes of:  
i a testimonial  
ii a referee  
iii a payslip [5 each]
4. a) Explain the personal rights of employees. [10]  
b) Outline the functions of an induction programme. [5]  
c) Explain the collective rights of employees. [10]
5. Write notes on FIVE of the following:  
a) A bonus system  
b) Shortlisting  
c) An expert system  
d) A trade union  
e) Body language  
f) Off-the-job training  
g) Sales commission [5 each]