



ICM

DECEMBER 2016

BUSINESS MANAGEMENT & ADMINISTRATION

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 FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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1.
 - a) Define the term **business ownership**. [4]
 - b) Define the term **business management**. [4]
 - c) With the aid of suitable examples, evaluate the circumstances under which a business owner might also be a business manager. [12]
 2.
 - a) Briefly describe the main features of **line**, **staff** and **functional** types of organisation. [3 each]
 - b) With the aid of appropriate organisation charts, illustrate these features for example organisations of your own choice. [11]
 3.
 - a) Identify the traditional principles of organisations. [6]
 - b) Evaluate TWO of these principles. [14]
 4.
 - a) Explain how you would introduce work study into the organisation for which you work.
 - b) Appraise the potential benefits which might result for the workforce. [10 each]
 5.
 - a) Identify the SEVEN possible methods of charging stock out to jobs or contracts. [2 each]
 - b) Evaluate the most appropriate method for charging stocks of perishable materials with a limited shelf life. [6]
 6.
 - a) The organisation you work for is looking into the ways in which new ideas can be generated for updating the existing product range and to develop new ones. Evaluate the options available to the management that will assist them. [10]
 - b) Examine the procedures for screening and evaluating any ideas that are generated. [10]
 7. Your organisation wishes to introduce a new induction training programme for all new employees, regardless of grade. Design an induction training checklist that can be used to ensure that all requirements of the programme are covered. [20]
 8.
 - a) Define the term **delegation**. [6]
 - b) With the aid of suitable examples, analyse how managers can delegate authority within an organisation. [14]