



# ICM

JUNE 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 [ ]
1. With the aid of suitable examples:
- a) describe the main functions within an organisation, as identified by Henri Fayol [8]
  - b) evaluate how Fayol's theory is seen as appropriate to organisations today [12]
2. With the aid of organisation charts, explain the most appropriate types of authority for the following:
- a) The warehouse of a large Internet distribution company
  - b) A solicitors' partnership
  - c) A small building company
  - d) A local hairdresser [5 each]
3. a) Evaluate the main differences between a limited liability partnership and a private limited company. [10]
- b) Appraise the most important sources of finance available to a public limited liability company and a general partnership, when launching the business. [5 each]
4. a) Examine the main aspects of store-keeping, which are essential for stores control. [8]
- b) With the aid of a diagram, evaluate how Economic Order Quantity contributes to the control of stock. [12]
5. a) Explain the main roles of a purchasing officer. [10]
- b) Evaluate the sources available for a purchasing officer when considering a new supplier of steel for the production of car suspension springs. [10]
6. You are employed by the marketing department of a company producing electrical kitchen appliances. Examine:
- a) the main areas of market research appropriate to this type of product
  - b) the main elements of a market assessment necessary for such research [10 each]
7. a) Briefly describe the main aspects of office security procedures. [8]
- b) Evaluate the procedures necessary to ensure the safe use of all computer terminals and equipment in an organisation. [12]
8. You have been given the task of arranging a one-day conference for the regional sales and marketing staff of your organisation in two months time. Evaluate the main facilities and activities you would have to consider when preparing for such an event. [20]