



BUSINESS MANAGEMENT & ADMINISTRATION

Friday 3rd June 2022

Time allowed

Three hours

Instructions

- Ensure that you pay particular attention to words in **bold**.
- Write the question number next to each answer in your answer booklet.
- You are **not** required to rewrite the question in your answer booklet.

Information

- Different questions may carry a different number of marks.
- Marks for each question are shown in [].

Advice

- Read each question carefully before you start to answer it.
- Use the full time permitted and check all your answers.

Materials

- Notes or books are **not** permitted.
- Non-programmable calculators are permitted.

ANSWER ANY FIVE QUESTIONS FROM THE FOLLOWING EIGHT QUESTIONS

1. Suggest the contents of a public relations policy for an organisation of your choice. Use examples to support your suggestion. [20 marks]
2. Describe the most appropriate type of authority for each of the following organisations using examples to support your description.
 - (a) A large public limited company in the retail sector [5 marks]
 - (b) The Business Studies department of a college [5 marks]
 - (c) A self-employed builder with five staff [5 marks]
 - (d) A private limited company with 30 staff in the catering sector [5 marks]
3. Describe **four** typical categories of risk to an organisation. Use examples to support your description. [20 marks]
4.
 - (a) Explain the challenges experienced by small and medium sized businesses when funding research and development. [10 marks]
 - (b) Discuss the sources of support available for small and medium sized businesses for funding research. [10 marks]
5. Explain the purpose of production planning in the context of business management and administration. Use examples to support your explanation. [20 marks]
6.
 - (a) Explain the purpose of an employee performance appraisal. [10 marks]
 - (b) Explain the ways in which job descriptions contribute to employee performance appraisal. [10 marks]
7. Discuss the factors that influence good delegation. Use examples to support your discussion. [20 marks]
8.
 - (a) Outline **five** functions within an organisation identified by Fayol (1917). [10 marks]
 - (b) Explain which of Fayol's (1917) organisational functions are associated with business management. Use examples to support your explanation. [10 marks]

END OF QUESTIONS