



ICM

SEPTEMBER 2017

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) Identify the main functions within an organisation, as identified by Henri Fayol. [8]
b) With the aid of suitable examples, comment on whether established management theories are applicable to business management today. [12]
 - 2. a) Define **line**, **staff** and **functional** types of authority. [3 each]
b) With the aid of suitable diagrams, give examples of organisations that display EACH type of authority. [11]
 - 3. a) Describe the main features of sole traders and both types of partnerships. [10]
b) Appraise the most appropriate sources of finance available to a private limited liability company which is about to become a public limited liability company. [10]
 - 4. a) Explain under what circumstances the following techniques would be adopted for the manufacture of motor cars:
i CAD
ii CAM
iii CIM [3 each]
b) Evaluate the economic benefits of such techniques. [11]
 - 5. a) With the aid of a diagram, identify the main features of a procedure for the control of stock. [11]
b) Describe THREE of the main documents used in such a procedure. [3 each]
 - 6. The company you work for produces MP4 players and you have been asked to assist management in deciding on the most appropriate media for promoting MP4 players, in the face of competition from new generation 5G mobile phone technology. Provide this information and give reasons for your choice. [20]
 - 7. a) Evaluate the main features of office security procedures. [8]
b) Examine the procedures you would establish to ensure the safety and security of:
i networked computer terminals
ii petty cash in the office [6 each]
 - 8. a) Explain the concept of '**risk management**'. [6]
b) With the aid of examples, evaluate the SIX main types of risk faced by organisations and how these risks might be managed. [14]