



BUSINESS MANAGEMENT & ADMINISTRATION

June 2021

Time allowed

Three hours

Instructions

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

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. (a) Explain **four** functions of a Board of Directors. [8 marks]
(b) Discuss the roles of each of the following directors:
(i) Chairperson
(ii) Chief accountant
(iii) Managing director [12 marks]
2. (a) Describe the features of the following organisational forms:
(i) A sole trader [6 marks]
(ii) A general partnership [6 marks]
(b) Discuss the sources of finance available to a private limited liability company which intends to become a public limited company. [8 marks]
3. (a) Describe the features of bureaucratic organisations. [12 marks]
(b) Explain what is meant by an organisation chart. Use an example of an organisation chart to support your explanation. [8 marks]
4. (a) Describe what is meant by work study. [4 marks]
(b) Explain the differences between method study and work measurement. [8 marks]
(c) Describe the benefits work study brings to both workers and management. [8 marks]
5. (a) Explain the differences between batch production and flow production. Use examples to support your explanation. [8 marks]
(b) A large organisation manufactures bread, cakes and biscuits. Suggest any **three** departments of the organisation that the manager of the production department would need to liaise with and why. [12 marks]
6. (a) Describe **four** categories of items typically purchased by a purchasing department within a manufacturing organisation. [12 marks]
(b) Explain what is meant by the term economic order quantity. Use a diagram to support your answer. [8 marks]
7. A company is developing an electric car for the international market and needs to conduct market research.
(a) Explain what is meant by market research. [5 marks]
(b) Explain the ways in which the following data could be collected:
(i) Primary data using face-to-face consumer research [5 marks]
(ii) Secondary data using desk research [5 marks]
(iii) Marketing intelligence from external sources [5 marks]

8. (a) Explain the similarities and differences between hardware and software in data processing. Use examples to support your explanation. [8 marks]
- (b) Describe the ways in which an international company can use the following:
- (i) An intranet [4 marks]
 - (ii) An extranet [4 marks]
 - (iii) The internet [4 marks]

END OF QUESTIONS