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- SEPTEMBER 2011
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. a) Define the term **business ownership**. [5]
b) Define the term **business management**. [5]
c) Explain under what circumstances a business owner might also be a business manager. [10]
2. a) Describe briefly the main characteristics of:
i) sole traders [3 marks]
ii) general partnerships [3 marks]
iii) limited partnerships [2 marks]
iv) private limited companies [2 marks]
b) Explain the significance of separate legal entity for EACH of the above. [10]
3. a) Identify the traditional principles of organisations. [10]
b) Identify the SWOT of these principles. [5 marks]
4. Your Office Manager has asked you to explain:
a) how you would introduce work study into your organisation [10 marks]
b) the likely benefits which might result for the organisation [10 marks]
5. a) Explain the ways in which new ideas can be generated for updating existing products and developing new ones. [10]
b) Describe the procedures that could be adopted for screening and evaluating such ideas. [10]
6. a) Describe the main difficulties experienced by small and medium-sized businesses with research and development of new products or services. [10]
b) Explain how small businesses can obtain help from the government, specialist organisations and/or other businesses in their industry for research and development. [10]
7. Your organisation is updating the induction training programme for all new employees. Design a CHECKLIST to identify the main points which should be included in such a programme. [17 + 3 for format]
8. Your organisation is moving into new offices and is preparing to install new IT equipment. You have been asked to identify what hardware and equipment is currently available for use in a modern office. [16 + 4 for format]

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