Total marks — 70

SECTION 1 — 30 marks
Attempt ALL questions

SECTION 2 — 40 marks
Attempt ALL questions

It is recommended that you spend 15 minutes reading over the information provided in SECTION 1 before responding to the questions.

Write your answers clearly in the answer booklet provided. In the answer booklet, you must clearly identify the question number you are attempting.

Use blue or black ink.

Before leaving the examination room you must give your answer booklet to the Invigilator; if you do not, you may lose all the marks for this paper.
SECTION 1 — 30 marks

Read ALL the following information and attempt ALL the questions that follow.

The information and questions have been removed due to copyright restrictions.
SECTION 2 — 40 marks
Attempt ALL questions

2. (a) Explain the benefits to an organisation of developing a strong corporate culture. 3 marks
(b) Describe the effects of widening the span of control of a manager. 5 marks
(c) Describe examples of conflict that may arise between different groups of stakeholders. 2 marks

3. (a) Discuss the use of benchmarking to ensure quality. 4 marks
(b) Describe ways an organisation can become environmentally responsible. 3 marks
(c) Justify the use of job production. 3 marks

4. (a) Explain the benefits of preparing a cash budget. 5 marks
(b) Describe the impact on an organisation of having poor cash flow. 5 marks

5. (a) Describe the laissez-faire style of leadership. 3 marks
(b) Describe the impact of current employment legislation on organisations. 4 marks
(c) Discuss the costs and benefits of work-based qualifications. 3 marks

[END OF QUESTION PAPER]