

CERTIFIED ACCOUNTING TECHNICIAN
LEVEL 1 EXAMINATION
L1.3: BUSINESS MANAGEMENT, ETHICS AND
ENTREPRENEURSHIP
THURSDAY 5 DECEMBER 2013

INSTRUCTIONS:

1. **Time Allowed: 3 hours 15 minutes** (15 minutes reading and 3 hours writing).
2. This examination has **seven** questions and only **five** questions are to be attempted.
3. Marks allocated to each question are shown at the end of the question.

QUESTION ONE

- a) What is the purpose of organizations in acquiring information system? (4 Marks)
- b) Explain the main sources of information systems. (16 Marks)
- (Total 20 Marks)**

QUESTION TWO

- a) What is employee recruitment? (2 Marks).
- b) Discuss the stages that will be involved in the process of recruitment and selection. (6 Marks)
- c) Assume you are promoted to the position of Human Resource Manager a post which never existed. You are required to design this department as one of your first role. Explain the elements that will be involved in your Human Resource Management? (6 Marks)
- d) Design criteria that will be used in judging candidates during short-listing and interview taking into consideration that internet will be used during recruitment. (6 Marks)
- (Total 20 Marks)**

QUESTION THREE

- a) Differentiate between organizational **Strategies, Policies** and **Procedures** (6 Marks)
- b) Describe the roles of managers as per Mintzberg (1973) (10 Marks)
- c) Describe the use and aims of CRM systems (4 Marks)
- (Total 20 Marks)**

QUESTION FOUR

- a) Describe the concept of span of control. (6 Marks)
- b) Identify any **four** factors considered while determining span of control. (4 Marks)
- c) Using a suitable diagram, illustrate the functional approach to structuring organizations. (6 Marks)
- d) Describe an integrated accounting system and indicate its main modules and packages. (4 Marks)
- (Total 20 Marks)**

QUESTION FIVE

- a) Describe any **two** leadership styles and explain when each style is suitable. **(5 Marks)**
- b) Organizations use the Porter's five Forces Framework to understand the competitive dynamics within and around the industry. Describe this Framework **(15 Marks)**
- (Total 20 Marks)**

QUESTION SIX

- a) Describe MC Gregor's Theory X and Y and explain its importance **(12 Marks)**
- b) Explain the objectives of Enterprise Resource Planning (**ERP**) and describe its main features **(8 Marks)**
- (Total 20 Marks)**

QUESTION SEVEN

- a) A manager should possess a range of skills in order to be successful. Giving examples, discuss three categories of skills required by managers. **(8 Marks)**
- b) Max Weber put forward the idea of the bureaucratic organization. Discuss the six main elements of Weber's approach to an organization. **(12 Marks)**
- (Total 20 Marks)**

End of question paper