MOCK EXAM

MANAGING PEOPLE AND SYSTEMS

1 Effective management control systems are an essential feature of all organisations.
Required:
(a) Identify and briefly describe the features of a good internal control system. (6 marks)
(b) Outline the major limitations of internal control systems. (4 marks)
(c) Explain how the limitations of internal controls identified in part (b) above might be overcome, using examples. (4 marks)

(14 marks)

2. You have been asked to undertake a review of how the purchasing of stationery and computer consumables is undertaken within your organisation, or one with which you are familiar, with a view to controlling the process more effectively.
Required:
(a) Identify and explain the key stages in the purchasing cycle that you might expect to see when undertaking this review. (8 marks)
(b) Make recommendations to your manager about the type of controls which could be implemented at three of the stages you have identified above. (6 marks)

(14 marks)

3. Robert Blake and Jane Mouton carried out research (The Ohio State Leadership Studies) into managerial behaviour and developed a grid to explain their findings.
Required:
(a) What are the two essential dimensions of Blake and Mouton's managerial grid? (4 marks)
(b) Identify and explain any two of the styles of management shown in the grid. (8 marks)
(c) Identify the two practical applications of the grid. (2 marks)

(14 marks)

4. Interpersonal skills are skills used in the interactions and relationships between two or more people.
Required:
(a) State and briefly explain three examples of interpersonal skills. (6 marks)
(b) State and briefly explain four examples of where interpersonal skills are important
in an organisation. (8 marks)

(14 marks)

5. (a) Outline the role and responsibilities of both senior managers and first line supervisors in promoting health and safety in the workplace. (8 marks)
(b) List six things that individual employees should do in order to contribute to and promote a healthy, safe and secure work environment. (12 marks)

(20 marks)