



ZIMBABWE

Ezrah

MINISTRY OF HIGHER AND TERTIARY EDUCATION

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL CERTIFICATE

IN

HUMAN RESOURCES MANAGEMENT AND ACCOUNTANCY

SUBJECT: Business Administration PAPER NO: 310/S05

NOVEMBER/DECEMBER 2010 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any FIVE (5) questions.
2. ALL questions carry equal marks.
3. Credit will be given for good presentation.
4. Begin each answer on a new page.

This paper consists of 3 printed pages.

MS/2010

QUESTION 1

- (a) Illustrate diagrammatically and give a brief explanation of a line and staff structure. (10 marks)
- (b) Examine five (5) advantages and five (5) disadvantages of line and staff structure. (10 marks)

QUESTION 2

- (a) Explain the four leadership styles that may be adopted by a supervisor. (16 marks) ✓
- (b) For each of the four (4) styles, name one major disadvantage of applying it. (4 marks)

QUESTION 3

As a Health and Safety Officer responsible for a motor mechanical workshop, write down ten rules that the workers should follow when doing their job in the workshop. (20 marks) ✓

QUESTION 4

Your uncle Chabvepi is an indigenous business person who specialises in selling secretarial services to other business organisations. Mr Chabvepi has just arrived from the diaspora with lots of capital and has asked you for the following advice.

- (a) Location of the office site. (2 marks)
- (b) Reasons for your choice of the site (8 marks)
- (c) Type of office for the secretaries (2 marks)
- (d) Justification for the choice of (c) above. (8 marks)

*Cherismatic (0/8)
Democratic (0/8)
Autocratic (0/8)
Laissez faire (0/8)*

QUESTION 5 ✓

Describe any five (5) documents that can be used in business transactions. (20 marks)

QUESTION 6

Delegation can only bear fruits if managers know the guidelines to effective delegation.

Outline these guidelines. (20 marks)

QUESTION 7

List and explain any five (5) advantages and five (5) disadvantages of using computers in organisations. (20 marks)

QUESTION 8

- (a) Define the term supervision (2 marks)
- (b) Outline any six (6) functions of a Supervisor. (18 marks)

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monitoring
maintenance
maintain