

Question: 1

Company X is a manufacturing company. It is implementing a new IT system within the accounts department.

Which of the following is the most appropriate organisational structure for this project?

- A. Geographical
- B. Matrix
- C. Divisional
- D. Functional

Answer: B

Question: 2

When considering companies which focus on more than just commercial issues, which TWO of the following would be associated as a key element of a corporate social responsibility (CSR) strategy?

- A. Ethical
- B. Community
- C. Share price
- D. Sales volume
- E. Profitability

Answer: A, B

Question: 3

A facilities management company sells to local councils.

Which THREE of the following are appropriate methods of marketing?

- A. Personal selling
- B. Exhibitions
- C. Technical seminars
- D. Celebrity endorsements
- E. Newspaper adverts
- F. Social media

Answer: A, B, C

Question: 4

Which TWO of the following are examples of a knowledge work system?

- A. Computer Aided Design (CAD)
- B. Transaction Processing System (TPS)
- C. Computer Aided Manufacturing (CAM)
- D. Materials Resource Planning (MRP)

Answer: A, C

Question: 5

Which of the following is a primary objective of a not-for-profit organisation?

- A. Maximise benefit to beneficiaries
- B. Economy - controlling costs
- C. Maximise owner wealth
- D. Effectiveness in achieving objectives

Answer: A

Question: 6

An internal audit department is set up to help prevent fraud. Which of the following are possible implications if fraud is allowed to take place?
Select ALL that apply.

- A. Loss of new investors
- B. Theft of goods
- C. Criminal charges
- D. Inadequate segregation of duties

Answer: A, B, C

Question: 7

Which of the following can facilitate innovation within an organisation?
Select ALL that apply.

- A. The communications system
- B. The leadership style
- C. A blame culture
- D. A formal structure

Answer: A, B

Question: 8

Which TWO of the following are activities associated with setting up a new IT system?

- A. Service support
- B. Database management
- C. Design and development
- D. Testing

Answer: C, D

Question: 9

Which of the following is NOT an advantage of remote working for an organisation?

- A. Increased employee motivation
- B. Increased employee commitment
- C. Increased co-ordination of employees
- D. Reduced absenteeism of employees

Answer: C

Question: 10

A high volume operation is likely to be characterised by which of the following?

- A. High capital intensity
- B. High labour pay rates
- C. High labour flexibility
- D. High cost inputs

Answer: A