2. Jackie Joe has been employed as a storekeeper of Roddison &Sons.

(a) State **five** duties of Jackie Joe. [10 marks]

(b) State **three** functions of the Accounts Department at Roddison & Sons. [6 marks]

3. (a) Differentiate *an open office* from *a closed office*. [4 marks]

(b) List and explain **four** factors to consider when buying office equipment. [12 marks]

4. (a) Identify **six** items to be included in an agenda of a meeting [6 marks]

(b) State **five** duties of a secretary on the day of a meeting [10 marks]

5. (a) Distinguish between *horizontal filing* and *lateral filing*. [4 marks]

(b) State **three** disadvantages of **each** of the following filing systems:
(i) alphanumeric: [6 marks]
(ii) horizontal. [6 marks]

6. (a) Distinguish between *functional organizational structure* and *line and staff organizational structure*. [4 marks]

(b) State **three** reasons for dishonouring a cheque. [6 marks]

(c) Explain the following parties to a cheque:
(i) Drawer; [2 marks]
(ii) Drawee; [2 marks]
(iii) Payee. [2 marks]

7. (a) Define an *Entrepreneur*. [2 marks]

(b) State **three** characteristics of a small scale enterprise. [6 marks]

(c) State **four** importance of small scale enterprises. [8 marks]

END OF PAPER

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Answer **four** *questions in all. Question* **1** *and any other* **three** *questions*

Credit will be given for clarity of expression and orderly presentation of materials.

1. Read the case below carefully and answer the questions which follow.

DALBERTO AND SONS COMPANY LIMITED

Dalberto and Sons Company Limited was set up in Pujehun by Mr Daniel Dalberto after two years of his retirement. He used his retirement benefit to invest in the business. After three years of operation on the manufacturing of foot wears, the company recorded so much progress within this period.

As a result of this progress, Mr Daniel Dalberto thought of international expansion. He therefore setup branches in Accra, Banjul, Lagos and Monrovia with managers assigned to each of the branches. His attempts to delegate some of his responsibilities to the Personnel Manager, Mrs Lemmueli, failed. This is because the correct steps in the delegation process were not followed.

In other for the Accra branch to succeed within a short time, Mrs Lemmueli publicized information on newspapers and radio to attract quality applicants to fill the vacant positions. Later, the applicants who met the requirements stated in the publications were invited to an interview. Those who met the employment criteria were recruited. Similar activities were carried out in the other branches.

Mr Tony Iredia's performance during the interview was outstanding. He was therefore employed as office manager of the Accra branch. It was later observed that he lacked team spirit and cannot get on well with customers of the company. In order to solve the problem of the company losing its customers by the attitude of the office manager, Mr Daniel Dalberto secured the service of an expert office consultant to look into the matter and proffer solutions.

(*a*) List **four** items of information to be included in the job advertisement publication of *Dalberto and Sons*. [4 marks]

(*b*) Identify **six** steps followed by Mrs Lemmueli in the recruitment and selection procedure. [6 marks]

(*c*) Suggest **three** ways Mr Tony Iredia could adopt to improve on his human relations. [6 marks]

(*d*) Suggest **six** steps Mr Daniel Dalberto needed to follow for successful delegation of responsibility. [6 marks]

2. (a) Explain the following business terminologies:
   (i) Business environment; [3 marks]
   (ii) Ethical responsibility; [3 marks]
   (iii) Social responsibility. [3 marks]

   (b) State three responsibilities of a business towards its stakeholders. [6 marks]

3. (a) Define direct tax? [3 marks]

   (b) List three examples of direct tax. [3 marks]

   (c) List and explain three qualities of a good tax system. [3 marks]

4. (a) Define Insurance. [1 marks]

   (b) List three ways in which insurance promotes [illegible] in West Africa. [3 marks]

   (c) Explain the following types of insurance:
   (i) Life Assurance; [3 marks]
   (ii) Marine insurance; [3 marks]
   (iii) Accident insurance. [3 marks]

5. (a) Define globalization. [3 marks]

   (b) Outline two causes of globalization. [2 marks]

   (c) State five roles of the Economic Community of West African States (ECOWAS). [10 marks]

6. (a) Explain the following terminologies:
   (i) Advertising; [3 marks]
   (ii) Publicity; [3 marks]
   (iii) Sales promotion [3 marks]

   (b) List and explain two elements of marketing. [6 marks]

7. (a) What is a limited liability company? [3 marks]

   (b) Outline three causes of business failure. [7 marks]

   (c) List and explain three characteristics of a limited liability company. [9 marks]

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8. (a) What is a *void contract*? [3 marks]

(b) State three ways of discharging a contract. [6 marks]

(c) List and explain two elements of a valid contract. [6 marks]

END OF PAPER

Name: Index Number:

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2 hours

PAPER 2

ESSAY

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Answer four questions in all. Question 1 and [illegible] three questions.

Credit will be given for clarity [illegible] presentation of relevant materials.

1. Read the case below carefully and answer the questions which follow.

EMMAN AND SONS COMPANY LIMITED

Emman and Sons Company Limited was established in 2015, in Freetown. The company's items of trade were motorbikes and tricycles. Its areas of operation were highly [illegible] and have traffic congestion.

The company's marketing strategy attracted potential customers [illegible] products, especially the motorbikes, because of the after sales services it renders. Due to the high population density and traffic congestion, the customers were attracted to purchase more of motorbikes than tricycles.

Realizing the increase in demand for motorbikes and low sales of tricycles, The Managing Director, Mr. Tombo Rudy became very enthusiastic and determined to achieve the objectives of the company. Management held several meetings to find out ways of achieving the company's objectives, which included increased sales and maximizing profit.

At those meetings, the resolutions were that management should focus on the sale of motorbikes and explore other avenues for the promotion of its tricycles. Also, management should embark on capacity building of the staff to create wider opportunities for their empowerment to face the challenges of the company. In this regard, short courses in repairs and customer care services were introduced for various categories of staff to pursue.

With the introduction of the short courses, the performances of the staff improved, productivity and sales increased, leading to huge profit for the company. Also, the company attracted the interest of many entrepreneurs in the business, leading to increases in its market share and proceeds from the sales of the company's products.

(a) (i) What type of company was operated by Emman and Sons Company Limited? [2 marks]

(ii) List two trade items of Emman and Sons Company Limited. [2 marks]

(b) Give the three reasons for the increase in demand for motorbikes. [3 marks]

(c) State the three resolutions of the management meetings of the company. [6 marks]

(d) State three effects of the introduction of short courses by the company. [6 marks]

(e) Give three reasons that urged management to convene several meetings. [6 marks]

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(9) i Private limited company

ii - motor bikes
- Tricycles

(b) - Traffic congestion
- High population density
- It render after sales service to customers.

(c) - Management to focus on sales of motorbikes
- Management to establish other avenue for the promotion of its tricycles.
- Management to also embark on capacity building of the staff

(d) - The performances of the staff Improved rapidly.
- Sales also Increased
- The company's profit rose steadily

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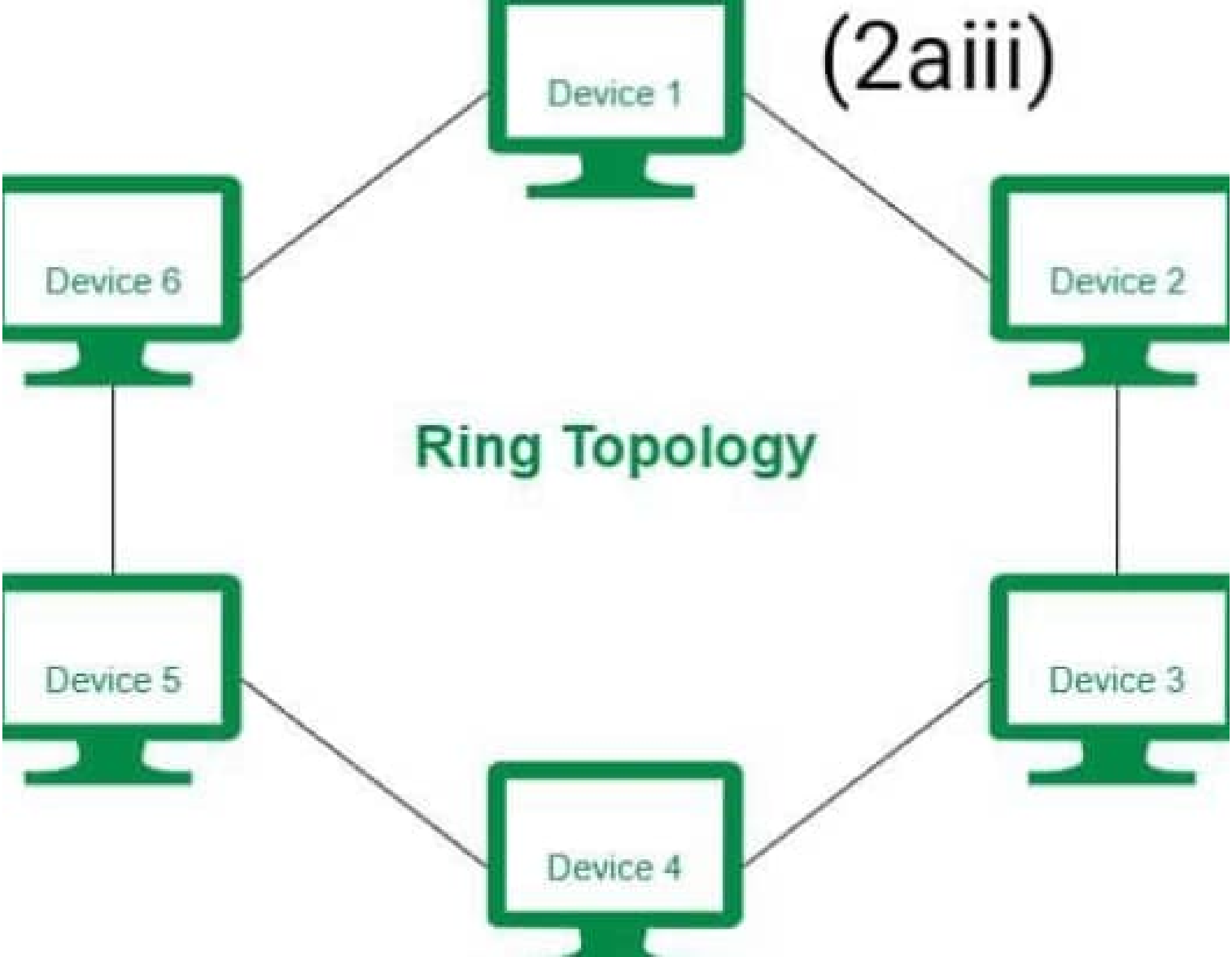
(e) - To find out ways of achieving the objectives of the company.
- To find ways how to Increase the company's profit
- To also Increase the company's productivity.

(2aiii)


Device 1
Device 2
Device 3
Device 4
Device 5
Device 6
Ring Topology

Q3 C

(11) Equality - taxes are imposed on people or Companies or goods based on their earnings. In every environment, there is a system of tax to be used ~~Sha~~ such as progressive tax system, proportional tax system and regressive tax system. So that the rich Cannot be riche while the poor ~~Cha~~ Cannot ~~be Com~~ become poorer.

(111) Principle: Every tax system has it own principle, the principle of Collecting the tax must be known by the

Q4(a) Insurance: Is defined as a system where one person (the insured) makes payment to another person (insurance company) with the hope that should he (the insured) suffered any losses the second party (insurance company) would offer him some amount of money as compensation.

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(b) - It serves as a colateral security for taking loans from financial institutions
- It provide the business man with capital for investment.
- It provides a certain amount of money for compensation that the business man suffered for a property that he/she has been insured

(c) (i) Life Assurance: under life assurance, an amount of money is paid as compensation on the death of the life assured or in the case of life endowment policy, on the death of the assured or on the lapse of an agreed period.

(ii) Marine Insurance: It deals with all the risks connected with the sea, covering both ships and goods. It therefore covers perils on the sea.

(iii) Accident Insurance: It provide insurance for injury, damage or loss resulting from an accident.

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Q4

a INSURANCE => This may be defined as the pooling of risk. Insurance is a social device which provides financial compensation for the effect of a misfortune to an insured who has suffered the misfortune.

Q4b

ways in which insurance promotes businesses in West Africa:

(i) Insurance removes certain uncertainties in business

(ii) premium paid by policy holders provide substantial capital for investment.

(iii) It provide pools of fund

(iv) It provides a sum of money as compensation for any damage that may occur

Q4c

(i) LIFE INSURANCE => under life insurance, amount of money is paid as compensation on the death of the life assured or in the case of life endowment policy, on the death of the assured or at the lapes of an agreed period.

(ii) MARINE INSURANCE => This is the oldest form of insurance. It deal with all the risks and uncertainties connected with the sea, Covering both Ships and goods.

(iii) ACCIDENT INSURANCE accident insurance provi insurance for injury, damage or loss resulting from an accidents.

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Q5a

Globalization is the process of interaction and integration among people, companies and government of different nation. is a process driven by international trade and investment aided by information technology. It is also the process through which people of different nation are unify into a single society and function as one

M SQUARE D BOSS

5b

Improved Transport: globalization make travel easier. eg there has been a rapid growth in air travel enabling greater movement of people and good across the globe

Q5

(a) Globalization is the process of integration arising from the interchange of world news, products, ideas and other aspects of Culture.

M SQUARE D BC

(b)

(i) Improved transport: making global travel easier. For example, there has been a rapid growth in air-travel enabling greater movement of people and goods across the globe.

(ii) Improved technology: which makes it easier to communicate and share information around the world. Example internet-

(iii) Increased mobility of labour; people are more willing to move between different countries in search for work.