



**The Chartered
Institute of Logistics
and Transport**

**CERTIFICATE IN LOGISTICS AND TRANSPORT
BUSINESS APPLICATIONS (M2-L3)**

DECEMBER 2021

Note to Candidates

Candidates are advised to spend NOT more than 60 minutes in section A and not more than 40 minutes on each question in section B. Credit will be given for citing relevant examples.

2.3 hours

Answer ALL questions in Section A and any 3 questions from section B

SECTION A

Question 1. (40 marks)

- a. Define the term delegation as used in a business organisation. **(4 marks)**
- b. Outline the **six (6)** steps in the process of effective delegation in an organisation. **(6 marks)**
- b (i) Examine any **five (5)** personal and psychological barriers to effective delegation. **(15 marks)**
- c. Explain any **five (5)** importance of planning in an organisation. **(10 marks)**
- d. Outline **five (5)** sources of internal recruitment in an organisation. **(5 marks)**

SECTION B

Answer in Essay format

Question 2

Explain any **five (5)** ways an organisation can use to promote brand reputation.

(20 marks)

Question 3

'A business plan contains all the relevant information needed in order to ensure a successful business operation'. Discuss

(20 marks)

QUESTION 4

With examples, discuss any **four (4)** differences between leadership and a management.

(20 marks)

Question 5

With the aid of examples from an organisation of your choice, explain Maslow's hierarchy of needs theory as a motivation tool for employees.

(20 marks)

QUESTION 6

Discuss any **four (4)** areas covered during employee induction.

(20 marks)

END