



**The Chartered
Institute of Logistics
and Transport**

INTERNATIONAL CERTIFICATE IN LOGISTICS AND TRANSPORT

BUSINESS APPLICATIONS

M2-L3

FEBRUARY 2023

SUPPLEMENTARY EXAMINATION

Instructions to Candidates

- Duration of examination: **2:30 hours**
- **Answer SECTION A (Compulsory) and any other 3 Questions in SECTION B**
- Questions may be answered in any order
- Allocation of marks is indicated along each question
- Credit will be given for citing relevant examples
- Write legibly

SECTION A COMPLUSORY

(40 marks)

Question 1

- 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)**
- c) Examine any five (5) personal and psychological barriers to effective delegation. **(15 marks)**
- d) Explain any five (5) importance of planning in an organisation. **(10 marks)**
- e) Outline five (5) sources of internal recruitment in an organisation. **(5 marks)**

SECTION B

Answer any THREE questions

Question 1

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

(20 marks)

Question 2

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

(20 marks)

Question 3

Citing appropriate examples, discuss any four (4) differences tween leadership and a management.

(20 marks)

Question 4

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)