

**INSTITUTE OF CHARTERED
ACCOUNTANTS (GHANA)**



**NOVEMBER 2010 EXAMINATIONS
(PROFESSIONAL)**

PART 1

**BUSINESS MANAGEMENT
(Paper 1.2)**

Attempt ANY Five (5) Questions

TIME ALLOWED:

Reading & Planning	-	15 Minutes
Working	-	3 Hours

QUESTION 1

- (a) Explain Douglas McGregor's views about human nature. *(10 marks)*
- (b) Explain the stages in the decision making process. *(10 marks)*
- (Total: 20 marks)**

QUESTION 2

- (a) Explain the path-goal theory of leadership. *(4 marks)*
- (b) "Managers who avoid delegation have problems as they become over-whelmed by work load".
Explain **four (4)** reasons why it is important for managers to delegate. *(16 marks)*
- (Total: 20 marks)**

QUESTION 3

- (a) Describe **four (4)** means a manager can use to motivate his staff aside financial rewards. *(10 marks)*
- (b) Define negotiation. *(2 marks)*
- (c) Explain **two (2)** means of achieving effective negotiation in an organization. *(8 marks)*
- (Total: 20 marks)**

QUESTION 4

- (a) Differentiate between “a group” and “a team”. *(4 marks)*
- (b) Explain the **two (2)** types of groups in an organisation. *(8 marks)*
- (c) Describe **two (2)** types of control tools used in an organisation. *(8 marks)*
- (Total: 20 marks)**

QUESTION 5

- (a) Define “job design”. *(4 marks)*
- (b) Explain **three (3)** activities involved in job design. *(12 marks)*
- (c) Describe **two (2)** types of planning in an organisation. *(4 marks)*
- (Total: 20 marks)**

QUESTION 6

Describe **five (5)** issues that organisational health and safety seeks to address.

20 marks

QUESTION 7

- (a) Define a marketing plan. *(2 marks)*
- (b) Describe **three (3)** components of a marketing plan. *(12 marks)*
- (c) Explain **two (2)** reasons why an organisation should adopt a total quality management system. *(6 marks)*

(Total: 20 marks)