

**THE INSTITUTE OF CHARTERED
ACCOUNTANTS (GHANA)**



**MAY 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) Describe **four (4)** methods of communication used in a business. *(8 marks)*
- b) State and explain **three (3)** leadership styles. *(12 marks)*
- (Total: 20 marks)**

QUESTION 2

- a) Define human resource management. *(2 marks)*
- b) Explain **four (4)** roles of human resource management in an organisation. *(12 marks)*
- c) Differentiate between market segmentation and market targeting. *(6 marks)*
- (Total: 20 marks)**

QUESTION 3

- a) What is decision-making? *(2 marks)*
- b) Explain the steps in the decision making process. *(18 marks)*
- (Total: 20 marks)**

QUESTION 4

- a) What is an organizational chart? *(3 marks)*
- b) Design an organizational chart for a manufacturing company. *(3 marks)*
- c) Explain **two (2)** uses of an organizational chart. *(4 marks)*
- d) Explain interpersonal and informational roles that managers have to perform in a business. *(10 marks)*
- (Total: 20 marks)**

QUESTION 5

- a) Distinguish between primary and secondary stakeholders. *(4 marks)*
- b) Identify **three (3)** primary and **three (3)** secondary stakeholders of an organization. *(6 marks)*
- c) State **four (4)** benefits organizations derive from co-ordination of activities. *(10 marks)*
- (Total: 20 marks)**

QUESTION 6

- a) Differentiate between Operations Management and Total Quality Management. *(4 marks)*
- b) Explain the following:
- i. Job production
 - ii. Batch production
 - iii. Flow production
 - iv. Fixed-position layout.
- (16 marks)*
- (Total: 20 marks)**

QUESTION 7

a) Distinguish between decentralization and centralization.

(8 marks)

b) Explain the following control methods used in business.

- (i) budgets
- (ii) employee approval
- (iii) log books

(12 marks)

(Total: 20 marks)