



Global Chartered Accountants - GCA
Chartered Accountants Educational Consultants

BCBS MOCK EXAM

BY

RISE School of Accountancy, Lahore

Question No.1

- a) Define with the help of at least two examples, what is meant by 'Channels of communication'?
- b) What are the various factors that determine the suitability of a channel and a medium for a communication task? **(3+5)**

Question No.2

Answer the following:

- a) "Distortion and noise are same". Please discuss.
- b) What are different types of noise? Briefly describe them.
- c) How can "Redundancy" help in reducing noise?
- d) What are internal and external needs of communication? **(3+3+3+3)**

Question No.3

You recently purchased a laptop from TAYYAB ELECTRONICS. After one week of use, the machine started malfunctioning. The screen resolution became poor, graphical and numerical functions gave wrong results. You returned the machine with a replacement request. Three months have passed but despite many phone calls you have not received any response. The warranty period ends one week later.

Write a letter to Manager Sales complaining about the situation and asking for an immediate resolution of the situation. **(12)**

Question No.4

- a) What are the major barriers of communication at Directors level in an organization?
- b) What are the characteristics of an effective business letter? **(6+4)**

Question No. 5

Briefly explain the following;

- a) Perception
- b) Job Satisfaction
- c) Total Quality Management
- d) Organizational Culture **(3+3+3+3)**

Question No.6

"The achievement motive can be expressed as a desire to perform in terms of a standard of excellence". In the light of this statement, discuss the characteristics of high achievers. **(7)**

Question No.7

Identify and explain the different levels of Needs as enumerated by Maslow in his theory of Hierarchy of needs. **(8)**

Question No.8

Stress among employees can often be linked to their organizational roles. Such role stress emanates from phenomena like Role Ambiguity, Role Conflict, Role Overload and Role Under load. Explain each of the above with examples and discuss how they result in stress for the individual concerned. **(7)**

Question No.9

What do you understand by a Group? How would you identify the symptoms of stress in a group? **(9)**

Question No.10

- a) How IT affects organization?
- b) Identify at least five differences between Report and proposal?
- c) What are the essentials of writing minutes of the meetings? **(5+5+5)**

*****Good Luck*****