

**INTI**INTERNATIONAL COLLEGE PENANG (507232-U)  
LAUREATE INTERNATIONAL UNIVERSITIESRESIT  
Examination Paper

(COVER PAGE)

Session : January 2012

Programme : Foundation in Business Information Technology Programme

Course : **MGT1210: Fundamentals of Business Management**

Date of Examination : 10 May 2012

Time : 11 a.m. – 1 p.m. Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **SIX (6)** questions. Answer any **FOUR (4)** questions in the answer booklet provided. All questions carry equal marks.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Dr. Ruth Foo**

Moderator : **Goh Hock Seng**

*This paper consists of 3 printed pages, including the cover page.*

INTI INTERNATIONAL COLLEGE PENANG

FOUNDATION IN BUSINESS INFORMATION TECHNOLOGY PROGRAMME  
(CFPI)

MGT1207@MGT1210 : FUNDAMENTALS OF BUSINESS MANAGEMENT  
RESIT EXAMINATION : January 2012 SESSION

Instructions: This paper consists of **FIVE (5)** questions. Answer any **FOUR (4)** questions in the answer booklet provided. All questions carry equal marks.

**Question 1**

- (a) What is conflict? (5 marks)
- (b) What are the **FIVE (5)** strategies of managing conflict? (20 marks)

**Question 2**

- (a) Draw and explain each element of the communication process. (15 marks)
- (b) Give **FIVE (5)** suggestions on how managers can overcome communication barriers. (10 marks)

**Question 3**

- (a) List and briefly explain the **THREE (3)** types of control. (10 marks)
- (b) Explain any **FIVE (5)** characteristics of effective control process. (15 marks)

**Question 4**

Describe the main features of the following theories of leadership:

- (a) Traits Theory (9 marks)
- (b) Behavioral Theory advocated by Blake and Mouton. (16 marks)

**Question 5**

- (a) Briefly explain the responsibilities of top managers, middle managers and first-line managers. (15 marks)
- (b) Explain the following roles of management:
- (i) Disseminator
  - (ii) Liaison
  - (iii) Figurehead
  - (iv) Entrepreneur
- (10 marks)

**--THE END--**

*MGT1207(R)/Mar10/June/Chieh-Hui/Sun /160510*