

**FINAL  
ALTERNATIVE ASSESSMENT**

(COVER PAGE)

Session : January 2022

Programme : Diploma In Business Management Programme (DBM)

Course : **WMGT1108: PRINCIPLES OF MANAGEMENT**

Date of Examination : March 12, 2022 (Saturday)

Time Start : March 12, 2022 (Saturday) @ 8.00am

Time End : March 13, 2022 (Sunday) @ 8.00am

Duration : 24 Hours

**Special Instructions :**

This paper consist of **1 (ONE) SECTION**. Answer ALL **3 (THREE)** case studies.

Material permitted : Nil

Materials provided : Nil

Examiner(s) : **Lim Ghee Hean**

Chief Moderator : Claudine Shalani Kenel

*This paper consists of 4 printed pages, including the cover page*

DIPLOMA IN BUSINESS MANAGEMENT PROGRAMME (DBM)  
WMGT1108: PRINCIPLES OF MANAGEMENT  
FINAL ALTERNATIVE ASSESSMENT: JANUARY 2022 SESSION

**Instructions:** This paper consist of **1 (ONE) SECTION**. Answer **ALL 3 (THREE)** case studies.

Strictly do not copy and paste the case study and instructions in your answer sheet, label the questions you answered instead, eg Question 1, Question 2 and Question 3. You will be given 24 hours to complete and submit your answer to Blackboard in PDF format.

**The acceptable SafeAssign similarity percentage is 0-30%. From 31%-50%, your total marks will be deducted by 20%. Above 50% your marks will be deducted by 50%. Please do write your answers using your own word, copy paste directly from websites / other sources will affect your SafeAssign similarity percentage. This assignment should be prepared individually.**

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### Case Study 1

ABC Sdn Bhd is an IT consultancy company providing IT solutions to businesses. In one of the project to provide solutions to a harness manufacturing company, a team of 6 employees were formed to work on the project. This team consists of 2 experienced employees and 4 newly joined employees. This is the first time these employees are working as a team. Khaliswary, a veteran employee of 6 years, is being appointed as the project leader. This team has just been formed for 2 weeks.

The experienced employees, Khaliswary and Daniel Tan, are struggling with a difficult technical problem. Khaliswary describes an approach to Daniel for solving the technical problem that she finds compelling. “Doesn’t that make sense to you?” she asks, hoping that he is persuaded by her logic and will agree with her on the best approach to solve the problem.

“You make a good case,” agrees Daniel, “but I think you’ve overlooked a critical piece of information. Did you see the information provided on some of the technical support forums? It appears that what you are describing may be too risky. I don’t think it is the best approach for us.”

“Yes, I did see that information,” Khaliswary replied. “But the situation is not quite the same as the one we are dealing with. I really believe the approach I am describing is the best one to solve the problem and move us forward.”

They argue back and forth, each of them adding more information to support his or her position and referring to a variety of technical support forums. Each one considers the other’s perspective, but they continue to see the problem differently and have not yet arrived at a solution that that they can agree to. However, they continue to talk about the options. Eventually, the argument has heated up and has caused a stirred feeling among the team members, especially the 4 new employees.

### Discussion Questions

- a) Explain briefly the **5 (FIVE)** stages of team formation with example in reference to the incidents in the case study. (20 marks)
- b) Based on the case study, identify a conflict resolution style that is suitable with brief explanation. Elaborate the **6 (SIX)** steps that can be taken by the management to resolve the conflict in the team. (30 marks)

### Case Study 2

Fazil started 'Bulls Eye', a company for providing cyber security solutions to businesses. Its objective is to prevent, detect and respond to cyber-attacks and protect critical data. He was a hardworking software engineer and an expert in cyber security. His reputation grew by leaps and bounds as he was not only a person of integrity but also did his work with utmost honesty and sincerity. The business started growing day by day. He was delighted when he was offered a big project by the Ministry of Defense.

While working on the project, he found that the volume of work made it impractical for him to handle all the work by himself. He decided to expand the team. The company maintained a close liaison with a local engineering college. During a campus placement, Ishan and Brenda were appointed to work for the new project. He found the new employees capable, enthusiastic and trustworthy. Fazil was thus, able to focus on objectives and with the help of Ishan and Brenda, the project was completed on time. Not only Fazil also able to extend his area of operations. On the other hand, Ishan and Brenda also got opportunities to develop and exercise initiative,

### Discussion Questions:

- a) Identify and briefly explain the concept used by Fazil in the above case which helped him in focusing on objectives. (10 marks)
- b) Also, state any **4 (FOUR)** points of importance based on the concept identified in (a) above. (20 marks)

### Case Study 3

Nizam is working as Head Relationship Manager in the wealth management division of a private sector bank. He has created an internal environment which is conducive to an effective and efficient performance of his team of ten relationship management executive.

A typical day at work in Nizam's life consists of a series of interrelated and continued functions. He decides the targets for his department which are in line with the objectives of the organization as a whole. The future course of action for his team members is laid out well in advance. The various resources required by the relationship managers like an iPad with GPS system, account opening forms, brochures, details of account holders etc. are made readily available to them. The executives are given sufficient authority to carry out the work assigned to them.

Nizam works in close coordination with the Human Resource Manager to ensure that he can create and maintain a satisfactory and satisfied workforce in his department. Through constant guidance and motivation, Nizam inspires them to realize their full potential. He offers them various types of incentives from time to time keeping in view their diverse individual needs. Moreover, he keeps a close watch on their individual performances to order to ensure that they are in accordance with the standards set and takes corrective actions whenever needed.

**Discussion Question**

- 1) Identify and describe the **4 (FOUR)** functions that Nizam holds by quoting lines from the paragraph. (20 marks)

~THE END~

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