

FINAL
Examination Paper

(COVER PAGE)

Session	:	<u>APRIL 2017</u>
Programme	:	<u>Diploma In Business (DIB) Diploma In Information And Communication Technology (DICTN)</u>
Course	:	<u>MGT1103: Fundamentals Of Management</u>
Date of Examination	:	<u>31 July, 2017 (Monday)</u>
Time	:	<u>8:00am – 10.00am</u> Reading Time : <u>Nil</u>
Duration	:	<u>2 Hours</u>
Special Instructions	:	
		<u>This paper consists of SIX (6) questions. Answer any FOUR (4) questions in the answer booklet provided. All questions carry equal marks.</u>
Materials permitted	:	<u>Nil</u>
Materials provided	:	<u>Nil</u>
Examiner(s)	:	<u>Ng Huey Miin, Gilbert Raj, Lee Lily, Hung Mun Siew, Poornima and Lawrence</u>
Moderator	:	<u>Koh Foh Geck</u>

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
MGT1103: FUNDAMENTALS OF MANAGEMENT
FINAL EXAMINATIONS: APRIL 2017 SESSION

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

Question 1

(a) List and discuss **four (4)** basic functions of management.

(8 marks)

(b) With a suitable diagram, discuss **three (3)** basic skills as specified by Robert Katz.

(17 marks)

Question 2

With appropriate examples, list and discuss the stages in a team development.

(25 marks)

Question 3

(a) State and discuss with suitable examples **five (5)** types of power existing in an organization.

(15 marks)

(b) Define delegation.

Discuss **four (4)** concepts of delegation.

(10 marks)

Question 4

Using a suitable diagram, discuss the leadership theory developed by Blake and Mouton.

(25 marks)

Question 5

Abraham Maslow identified and developed the Hierarchy of Needs Theory. List and discuss the **five (5)** needs and its application at the workplace.

(25 marks)

Question 6

(a) Define communication.

List and discuss **three (3)** barriers to effective communication.

(10 marks)

(b) List and discuss **five (5)** ways to overcome the barriers of communication.

(15 marks)

~ The End ~

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