

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

(COVER PAGE)

Session : April 2013

Programme : Diploma in Business Administration Programme

Course : **MGT1101 : Fundamentals of Management**

Date of Examination : 30 July 2013

Time : 5p.m. – 7p.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.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Zahirul Baharin Kamaruzzaman**

Moderator : **Prof Dr. Hooi Lai Wan**

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

INTI INTERNATIONAL COLLEGE PENANG
DIPLOMA IN BUSINESS ADMINISTRATION
MGT 1101: FUNDAMENTALS OF MANAGEMENT
FINAL EXAMINATION: APRIL 2013

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) In an organization of your choice, describe and provide examples of first-line, middle, and top managers. (15 marks)
- (b) Discuss the difference between efficiency and effectiveness and include a specific example to support each concept. (10 marks)

Question 2

- (a) With the use of relevant examples, discuss **SEVEN (7)** of Henri Fayol's 14 principles of management. (14 marks)
- (b) Demonstrate how could Human Resource Manager at Inti Group of College motivate the employees by applying the Maslow's Hierarchy of Needs theory. (11 marks)

Question 3

- (a) List and discuss the **FOUR(4)** reasons for organization to focus on planning. (12 marks)
- (b) Identify and explain the **FOUR(4)** main criticisms of formal planning with practical examples. (13 marks)

Question 4

- (a) List and discuss the **FIVE (5)** common basis of departmentalization with practical examples. (15 marks)
- (b) Identify and explain the **FIVE (5)** factors that influence the amount of centralization in an organization. (10 marks)

Question 5

- (a) With the use of a diagram, explain the **SEVEN(7)** elements of the communication process. (15 marks)
- (b) Identify and explain **FOUR(4)** barriers to effective communication that managers face. Include a specific example of each barrier to support your answer. (10 marks)

Question 6

- (a) Identify and define **SEVEN(7)** traits associated with leadership. Provide examples of leaders for each trait. Elaborate how these traits made them good leaders. (15 marks)
- (a) Discuss **FIVE(5)** sources in which leader power has been identified. Include specific examples of each source of power to support your answer. (10 marks)