

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

(COVER PAGE)

Session	:	<u>April 2013</u>
Programme	:	<u>Diploma in Business Administration Programme</u>
Course	:	<u>MGT2101 : Management in Action</u>
Date of Examination	:	<u>30 July 2013</u>
Time	:	<u>8a.m. – 10a.m.</u> Reading Time : <u>Nil</u>
Duration	:	<u>2 Hours</u>
Special Instructions	:	
<p>This paper consists of SIX (6) questions. Answer any FOUR (4) questions in the answer booklet provided.</p>		
Materials permitted	:	<u>Nil</u>
Materials provided	:	<u>Nil</u>
Examiner(s)	:	<u>Lim Ghee Hean</u>
Moderator	:	<u>Prof Dr. Hooi Lai Wan</u>

This paper consists of 2 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE PENANG

**DIPLOMA IN BUSINESS ADMINISTRATION (DBAD/I)
MGT 2101: MANAGEMENT IN ACTION
FINAL EXAMINATION: APR 2013 SESSION**

Instructions: 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) Explain with the aid of a diagram the Managerial Grid. (15 marks)
- b) List **FIVE (5)** types of power in leadership and explain with the use of relevant examples how it is applied. (10 marks)

Question 2

- a) Communication is important to managers and organizations. What **FOUR (4)** functions does it serve? (16 marks)
- b) Briefly describe **THREE (3)** common communication networks, or patterns of communication, that emerge in organizations. Support your answer with relevant examples. (9 marks)

Question 3

Motivation is important because it can reinforce an action toward a desired goal. A well designed job can motivate employees. With the use of relevant examples, explain how the Job Characteristics Model can be used to motivate employees. (25 marks)

Question 4

- a) Discuss the difference between efficiency and effectiveness. (5 marks)
- b) Discuss the **FOUR (4)** decisional managerial roles developed by Mintzberg. Include specific examples of each role. (20 marks)

Question 5

External environments can directly or indirectly affect the performance of an organization. Identify and explain with examples **FIVE (5)** general environmental factors that affect organizational performance. (25 marks)

Question 6

Discuss **TEN (10)** decision making biases and errors. Provide an example for each bias and error. (25 marks)