

FINAL
Examination Paper

(COVER PAGE)

Session : AUGUST 2019

Programme : Diploma In Business (DIB)
Diploma In Information Technology (DITN)
Diploma In Information And Communication Technology (DICTN)

Course : MGT1103: Fundamentals Of Management

Date of Examination : December 9, 2019 (Monday)

Time : 5:00pm – 7:00pm 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) : Christina Rathy, Gun Nee Chin, Vun Fui Liam, Tan Kim Boey,
Poornima Nesaretnam and Sharon Koh

Moderator : Gilbert Raj Sundram

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)
DIPLOMA IN INFORMATION TECHNOLOGY PROGRAMME (DITN)
DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY
PROGRAMME (DICTN)
MGT1103: FUNDAMENTALS OF MANAGEMENT
FINAL EXAMINATIONS: AUGUST 2019 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) Define leadership. Explain **THREE (3)** types of leaders with examples. (15 marks)
- (b) Illustrate with explanation, **FOUR (4)** management levels with examples. (10 marks)

(Total: 25 marks)

Question 2

- (a) Discuss **FIVE (5)** types of power with suitable examples. (15 marks)
- (b) Discuss the **TWO (2)** types of problems in decision making and **TWO (2)** approaches managers use in solving the problems. (10 marks)

(Total: 25 marks)

Question 3

- (a) Discuss **TWO (2)** barriers of communication with examples. (8 marks)
- (b) Discuss **FIVE (5)** barriers to planning with examples. (10 marks)
- (c) List **SEVEN (7)** decision making process. (7 marks)

(Total: 25 marks)

Question 4

Using appropriate examples with the aid of diagram, explain the **5 (FIVE)** conflict resolution style that can be used to solve conflicts.

(Total: 25 marks)

Question 5

Discuss **TEN (10)** managerial roles with appropriate examples.

(Total: 25 marks)

Question 6

Illustrate with explanation, Maslow Hierarchy of Needs with appropriate examples.

(Total: 25 marks)

~The End~

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