



INTI

INTERNATIONAL COLLEGE PENANG (507232-U)
LAUREATE INTERNATIONAL UNIVERSITIES

FINAL
Examination Paper

(COVER PAGE)

Session : JANUARY 2014

Programme : DIPLOMA IN BUSINESS ADMINISTRATION (DBADI)

Course : MGT 2101 : MANAGEMENT IN ACTION

Date of Examination : 14 MARCH 2014

Time : 11.00am – 1.00pm 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 :

Answer Booklet

Examiner(s) : GOH HOCK SENG

Moderator : PROF. DR. HOOI LAI WAN

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: JANUARY 2014 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

Using relevant examples, describe the various challenges managers faced in the new economy. To what extent are you, as a future manager, prepared to meet each of these challenges? Explain your answer. (25 marks)

Question 2

- a) Describe the elements of the general environment and provide an example of each element. (15 marks)
- b) Describe the elements of the specific environment and provide an example of each element. (10 marks)

Question 3

Apply the steps in the decision-making process to a decision that you have made or are in the process of making. By applying this model to your own decision situation, what insights do you gain regarding how effective you are as a decision maker? (25 marks)

Question 4

Henri Fayol conceptualised the 14 Principles of Management and focused on administrative efficiency.

With the use of examples currently practiced by organisations, discuss any **SEVEN (7)** of these principles. (25 marks)

Question 5

Research has shown that groups develop through five stages. Describe using appropriate examples the features of the **FIVE (5)** stages of the group development process in a business organisation.

(25 marks)

Question 6

(a) Discuss with appropriate examples the **THREE (3)** types of control a manager may choose to employ. (12 marks)

(b) Draw the diagram and describe the steps in a control process.

(13 marks)

-THE END
MGT2101/(F)/Jan14/GHS/