

**RESIT**  
Examination Paper

(COVER PAGE)

Session : January 2017

Programme : Diploma In Business (DIB)

Course : **MGT1103: Fundamentals Of Management**

Date of Examination : 10 March, 2017 (Friday)

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 : Nil

Examiner(s) : Lee Lily

Moderator : Koh Foh Geck

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

DIPLOMA IN BUSINESS PROGRAMME (DIB)  
MGT1103: FUNDAMENTALS OF MANAGEMENT  
RESIT EXAMINATION: JANUARY 2017 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 and discuss the managerial grid by Blake and Mouton. Draw a diagram to show the relative positions of the five leadership styles. (17 marks)
- (b) Differentiate between a charismatic leader and a visionary leader. (8 marks)

**Question 2**

- (a) Define motivation, and explain how McClelland's three needs theory can be considered major motives in work. (12 marks)
- (b) Define job design and differentiate between job enlargement and job enrichment by giving examples. (13 marks)

**Question 3**

- (a) Explain the **FOUR (4)** purposes of planning. (12 marks)
- (b) Contrast strategic planning and operational planning, and relate them to the levels of management. (13 marks)

**Question 4**

- (a) Describe the three types of conflict that often occur at the workplace. (9 marks)
- (b) Explain **FIVE (5)** ways to resolve conflict at the workplace. Draw a diagram to show the relative position of these conflict-management techniques. (16 marks)

**Question 5**

- (a) Define boundaryless organization and differentiate between virtual organisation and network organization. Give one example of each. (13 marks)
- (b) Describe how feedforward, concurrent and feedback controls can be applied to employee theft at the workplace. (12 marks)

**Question 6**

- (a) Explain structured problems with examples, and discuss how three types of programmed decisions can be used to handle structured problems. (15 marks)
- (b) Explain unstructured problems with examples, and discuss how nonprogrammed decisions can be used to handle this type of problem. (10 marks)

**-THE END-**  
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