



FINAL
Examination Paper

(COVER PAGE)

Session : April 2015

Programme : Diploma In Information And Communication Technology (DICTN)

Course : MGT1103: FUNDAMENTALS OF MANAGEMENT

Date of Examination : August 4, 2015

Time : 5:00pm – 7:00pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer any **FOUR (4)** questions.

IMPORTANT NOTE : **THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL**

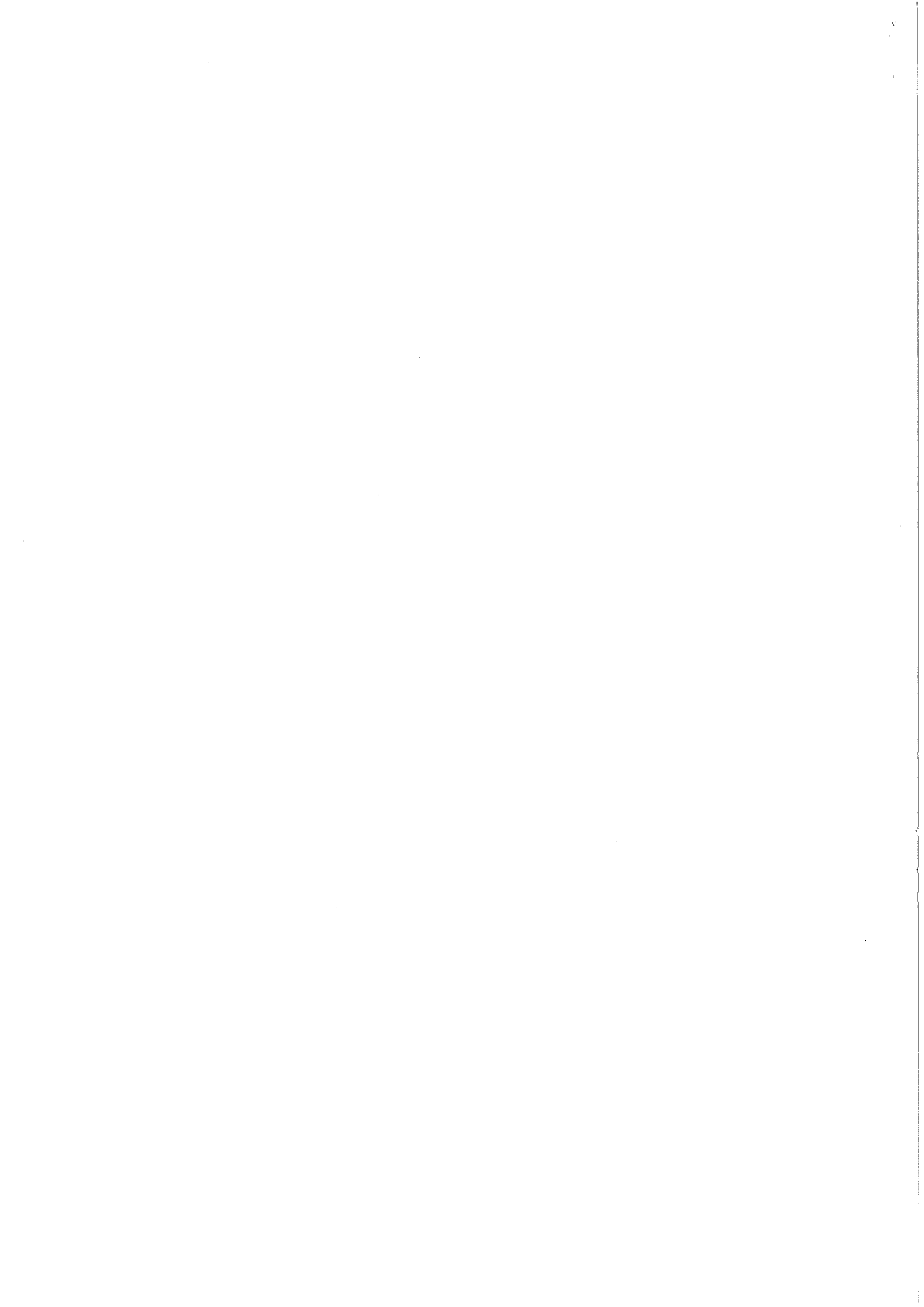
Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Mary Ng, Srithar Thannimalayan.

Moderator : Ms. Jayamalar Francis

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



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DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY (DICTN)
MGT1103: FUNDAMENTALS OF MANAGEMENT
FINAL EXAMINATION: APRIL 2015 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

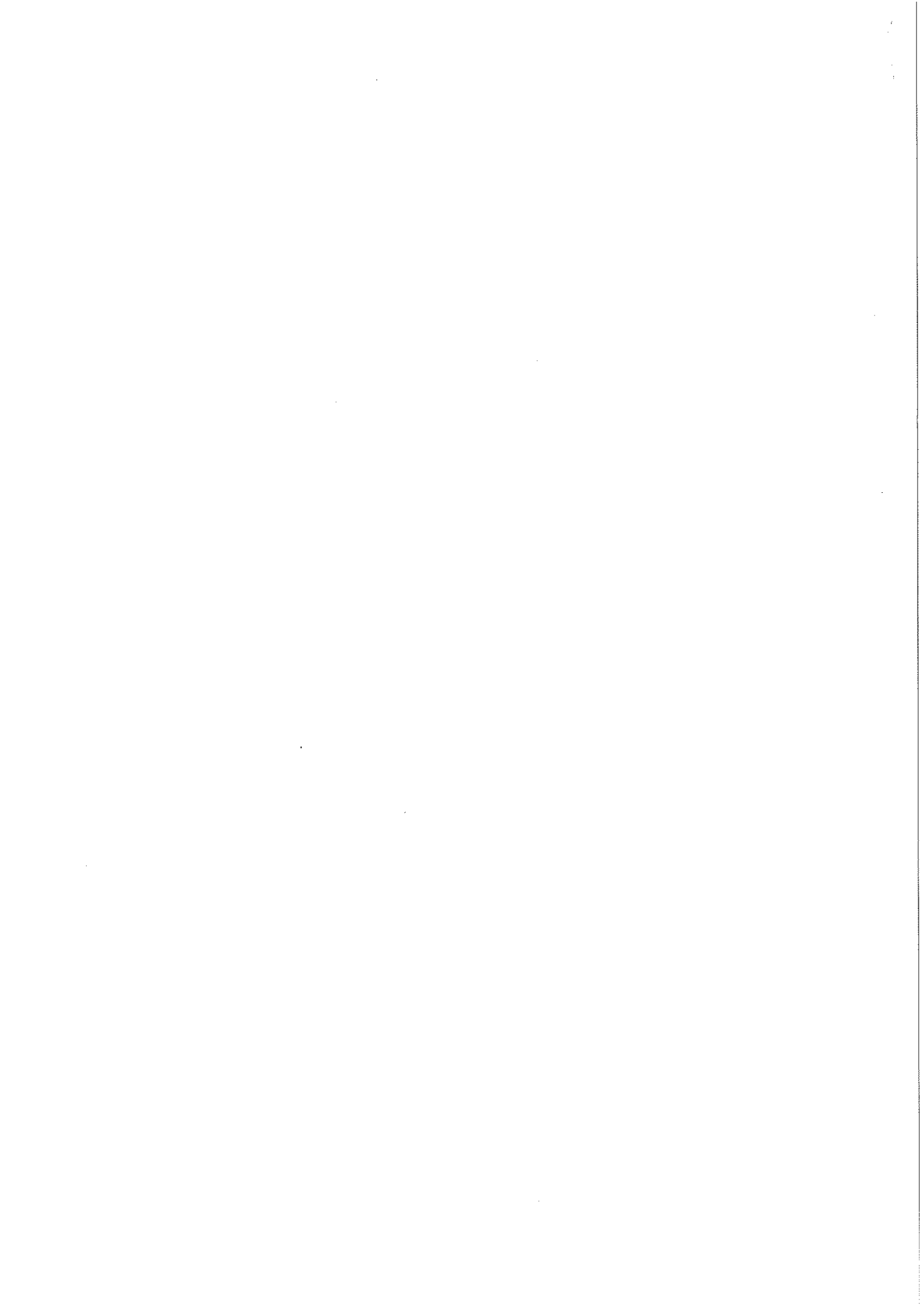
- a) Using relevant examples, describe any **THREE (3)** management roles which were proposed by Mintzberg during late 1960s and usually played by managers to execute their tasks. (13 marks)
- b) Assuming that you were a manager of company A and were asked by the CEO to describe your functions as a manager. Identify and elaborate any **THREE (3)** common functions all managers would perform. (12 marks)

Question 2

- a) Discuss and justify with appropriate examples why should managers plan? Provide at least **THREE (3)** reasons to support your answer. (13 marks)
- b) Describe **THREE (3)** contingency factors that would likely influence your planning. Justify your answer. (12 marks)

Question 3

- a) Discuss **THREE (3)** appropriate leadership styles quoted by Kurt Lewin and his associates that managers could use to lead a group of workers with diverse backgrounds. (13 marks)
- b) A major thrust of understanding employees' work behaviours in organisation enables managers to understand how and why employees were motivated. Use Maslow's Hierarchy of Need theory to explain the motivation of employees. (12 marks)



Question 4

- a) Effective communication skill is crucial to good team work but is not easy to achieve due to unnecessary barriers. By using relevant examples, explain any **TWO (2)** barriers that managers should avoid to prevent communication breakdown among team members. (8 marks)
- b) Using a diagram, discuss the components of communication process to achieve effective communication. (17 marks)

Question 5

- a) Most of us are familiar with the idea of a team but not clear on forming an excellent team. Describe any **THREE (3)** different types of work teams that known to you. (12 marks)
- b) Discuss any **THREE (3)** characteristics that a manager must consider to form an effective team to handle a sport event. (13 marks)

Question 6

You are a marketing manager and are looking into buying new computers for your sales staff to solve the problem on computer breakdown. Use the eight steps in decision making process to resolve this problem and also to help you to decide your final choice. (25 marks)

