



**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2014

Programme : Diploma In Information And Communication Technology (DICTN)

Course : MGT1103: FUNDAMENTALS OF MANAGEMENT

Date of Examination : December 10, 2014

Time : 11:00am – 1:00pm Reading Time: Nil

Duration : 2 Hours

Special Instructions :

Answer any FOUR (4) questions.

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

Materials permitted : Nil

Materials provided : Nil

Examiner (s) : Ms. Sharifah Muhaiziah, Ng Huey Miin.

Moderator : Ms. Jayamalar Francis

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

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DIPLOMA IN INFORMATION AND COMMUNICATIONS TECHNOLOGY (DICTN)  
MGT1103: FUNDAMENTALS OF MANAGEMENT  
FINAL EXAMINATION: AUGUST 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**

Critically discuss the relationships between the management skills and the levels of management. Include the description of the management skills and the levels of management throughout your discussion.

(25 marks)

**Question 2**

Explain in detail the **EIGHT (8)** steps in the decision making process. Include in your discussion an example of a problem that needs to be solved.

(25 marks)

**Question 3**

Compare mechanistic and organic organization based on the **SIX (6)** elements of organizational design.

(25 marks)

**Question 4**

a) Briefly explain the communication process. Support your discussion with the diagram of the communication process.

(16 marks)

b) Discuss any **THREE (3)** barriers to effective communication.

(9 marks)

**Question 5**

Explain with examples on how a manager motivates his employees using Maslow's hierarchy of needs.

(25 marks)

Question 6

a) Define leader and leadership. Include examples in your answer.

(9 marks)

b) Explain with examples, any **FOUR (4)** of the following terms associated with leadership:

(16 marks)

- i) Democratic style
- ii) Laissez-faire style
- iii) Country club management
- iv) Middle-of-the-road management
- v) Impoverished manager

**-The End-**

MGT1103(F)/August2014