

FINAL
Examination Paper

(COVER PAGE)

Session : August 2015

Programme : Diploma In Information And Communication Technology (DICTN)

Course : **MGT1103: Fundamentals Of Management**

Date of Examination : December 8, 2015

Time : 11.00am – 1.00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

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

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Mr. Henry Cheong Kai Hoe** and Ms. Eunice Mok Pei See

Moderator : Ms. Jayamalar Francis

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

DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY (DICTN)
MGT1103: FUNDAMENTALS OF MANAGEMENT
FINAL EXAMINATION: AUGUST 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) Explain and discuss the **FOUR (4)** basic functions of management. Provide examples. (16 marks)
- (b) Why are the planning and controlling functions strongly linked? Discuss. (9 marks)

Question 2

ABC is a footwear retailer with more than 400 stores around Australia. In each of the six states there is a State Manager. Each state office also has a Transport Manager, Administration Manager and Marketing Manager. Within each state there are also 3-5 Regional Managers, each of whom is responsible for overseeing 12-15 retail stores.

- (a) Define organisational structure and identify **FIVE (5)** different ways by which organisations can be departmentalised. Use examples to support your discussion. (13 marks)
- (b) Identify the type of departmentalisation you think ABC company represents and give reasons for your choice. Draw a supporting organisation chart for ABC. (12 marks)

Question 3

- (a) What are the **THREE (3)** differences between leaders and managers? (15 marks)
- (b) Identify and explain the **FIVE (5)** sources of power a leader may have. (10 marks)

Question 4

- (a) Outline the **EIGHT (8)** steps in the **decision making process**. (16 marks)
- (b) Discuss any **TWO (2)** advantages and **TWO (2)** disadvantages of group decision making. (9 marks)

Question 5

- (a) Explain the **FIVE (5)** elements in communication process. (15 marks)
- (b) Explain **THREE (3)** barriers that can be stumbling blocks to effective communication and provide one example. (10 marks)

Question 6

Identify and discuss on the **FIVE (5)** needs in Maslow's Hierarchy of Needs Theory. (25 marks)

~THE END ~

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