

**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2016

Programme : Diploma In Business (DIB)  
Diploma In Information And Communication Technology (DICTN)

Course : **MGT1103: Fundamentals Of Management**

Date of Examination : 26 July, 2016 (Tuesday)

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) : **Ng Huey Miin**, Nur Hidayah Binti Khalid, Rozia Binti Abdul  
Kuthoos, Ng Ah Mooi, Timmy Ng and Vasanthakumar Gunasakaran

Moderator : Koh Foh Geck

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

DIPLOMA IN BUSINESS (DIB)  
DIPLOMA IN INFORMATION AND COMMUNICATION TECHNOLOGY (DICTN)  
MGT1103: FUNDAMENTALS OF MANAGEMENT  
FINAL EXAMINATION: APRIL 2016 SESSION

**Instruction:** 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) Management is the process of setting and achieving organisational goals. Explain the **FOUR (4)** functions in management. (8 marks)
- (b) Managers need certain skills to perform the duties and activities associated with being a manager. Explain and discuss the **THREE (3)** skills involved. Your discussion should also include why these skills are needed differently at different management levels in an organisation. You may include any diagram to support your discussion. (17 marks)

**Question 2**

- (a) Explain the Maslow's Hierarchy of need theory using a diagram, and provide an example for each need. (17 marks)
- (b) Discuss the McGregor's Theory X and Theory Y. (8 marks)

**Question 3**

- (a) Using a diagram, discuss the communication process. (16 marks)
- (b) Discuss any **THREE (3)** barriers of communication. Provide suitable examples. (9 marks)

**Question 4**

- (a) Identify and discuss the **TWO (2)** approaches available in a decision making process with suitable examples. (8 marks)
- (b) (i) Define group decision making. (2 marks)
- (ii) Discuss **THREE (3)** advantages and **TWO (2)** disadvantages in group decision making. (15 marks)

**Question 5**

- (a) Define leadership.  
What are the **THREE (3)** leadership styles explored by the University of Iowa?  
Discuss in detail. (10 marks)
- (b) The Managerial Grid, also known as the Leadership Grid is useful to assist the managers whether to lead by emphasising on tasks or people. Describe and explain this model in detail. (15 marks)

**Question 6**

- (a) (i) Define power. (2 marks)
- (ii) Discuss **FIVE (5)** types of power present in an organisation. Provide relevant examples. (15 marks)
- (b) (i) Define authority. (2 marks)
- (ii) Describe **THREE (3)** types of authority in an organisation. (6 marks)

