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.

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.
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:

i) Democratic style
ii) Laissez-faire style
iii) Country club management
iv) Middle-of-the-road management
v) Impoverished manager (16 marks)