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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