

FINAL EXAMINATION

Semester	:	MAY 2024 SEMESTER
Programme Name	:	DIPLOMA IN LOGISTIC MANAGEMENT DIPLOMA IN BUSINESS STUDIES
Course Code & Name	:	DBBM3013 INTRODUCTION TO MANAGEMENT
Duration	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. The question paper consists of **FOUR (4)** questions.
3. Answer **ALL** questions in the question paper.
4. Answers to the questions are to be written into the examination booklet.
5. Electronic dictionaries, lecture notes, files or any unauthorised materials except writing equipment are strictly prohibited.

This question paper must be submitted along with all used and/or unused rough papers and/ or graph papers (if any). Candidates are **NOT ALLOWED** to take any examination paper(s) used or unused out of the examination hall.

WARNING:

The Examination Board of Peninsula College Georgetown regards cheating as a very serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 2 printed pages including this page)

DO NOT OPEN THIS BOOKLET UNTIL YOU ARE ALLOWED TO DO SO

Answer **ALL** questions on the separate sheet provided.

[100 marks]

1. a) Explain **FOUR (4)** types of special-purpose plans. (10 marks)

- b) Describe the planning concept in management. Support your answer with **THREE (3)** appropriate examples of planning activities. (6 marks)

- c) Explain **THREE (3)** importance of planning for management. (9 marks)
- Total: [25 marks]

2. a) Explain **THREE (3)** significance of control in management. (9 marks)

- b) Briefly describe the different levels of control listed below:
 - i) Strategic control (4 marks)
 - ii) Tactical control (4 marks)
 - iii) Operational control (4 marks)

- c) Describe the concept of financial control. Support your answer with **ONE (1)** example of a financial statement used within the financial control process. (4 marks)
- Total: [25 marks]

3. a) Provide **TWO (2)** definitions of leadership. (5 marks)

- b) Suggest **FOUR (4)** qualities and skills of a leader. (10 marks)

- c) Describe **FOUR (4)** differences between leadership and management. (10 marks)
- Total: [25 marks]

4. a) Explain **FOUR (4)** types of decision-making models. (10 marks)

- b) Explain **THREE (3)** types of authority in management. (9 marks)

- c) List **SIX (6)** steps of the decision-making process. (6 marks)
- Total: [25 marks]

- END OF QUESTIONS -