



## FINAL SEMESTER EXAMINATION

Programme	:	<b>DIPLOMA IN BUSINESS STUDIES DIPLOMA OF ACCOUNTANCY DIPLOMA IN LOGISTICS MANAGEMENT DIPLOMA IN E-BUSINESS TECHNOLOGY DIPLOMA IN TRAVEL AND TOURISM MANAGEMENT</b>
Course	:	<b>INTRODUCTION TO MANAGEMENT</b>
Course Code	:	<b>DBBM3013/DEB1133/TTM1133</b>
Duration	:	<b>3 HOURS</b>

### 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 the 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**

For examiner's use only

QUESTION NO.	MARKS
1	/ 25
2	/ 25
3	/ 25
4	/ 25
<b>Total</b>	<b>/ 100</b>

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

[100 marks]

**Question 1**

- a) Explain the differences between charismatic and visionary leaders with an example. (5 marks)
- b) Differentiate between manager and leader. (10 marks)
- c) Situational Leadership Theory (SLT) is a contingency theory that focuses on followers' readiness. Explain **FOUR (4)** types of situational leadership. (10 marks)
- Total: [25 marks]

**Question 2**

- a) Benchmarking is the search for the best practices among competitors or noncompetitors that lead to their superior performance. Discuss **FIVE (5)** suggestion for Internal Benchmarking. (10 marks)
- b) Explain control process and the **THREE (3)** steps of control process in details. (15 marks)
- Total: [25 marks]

**Question 3**

- a) Explain **FIVE (5)** characteristics of decision-making. (10 marks)
- b) When managers make decisions, they not only use their own particular style but also may use "rules of thumb" or judgmental shortcuts called heuristics to simplify their decision making. Discuss **FIVE (5)** common decision errors and biases in making decision. (15 marks)
- Total: [25 marks]

**Question 4**

- a) Describe **THREE (3)** approaches managers can use to make decisions. (6 marks)
- b) Explain **THREE (3)** decision-making conditions. (9 marks)
- c) The trait theory of leadership proposes that certain traits differentiate leaders from other individuals. Discuss **FIVE (5)** traits associated with effective leadership. (10 marks)
- Total: [25 marks]

**- END OF QUESTIONS -**