

FINAL EXAMINATION

Semester	:	JANUARY 2026 SEMESTER
Programme Name	:	DIPLOMA IN BUSINESS STUDIES DIPLOMA IN E-BUSINESS TECHNOLOGY MICRO-AWARD IN DIPLOMA IN BUSINESS STUDIES MICRO-AWARD IN DIPLOMA IN E-BUSINESS TECHNOLOGY
Course Code & Name	:	DBBM3013 INTRODUCTION TO MANAGEMENT DEB1133 INTRODUCTION TO MANAGEMENT DBBM3013 DEB1133 MICROCREDENTIAL IN 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 the accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 3 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)

Mr. Amir is the manager of SmartTech Electronics. Due to increasing workload, he delegates some tasks such as preparing weekly sales reports and handling customer complaints to his supervisor. However, Mr. Amir still gives clear instructions and sets limits on how the tasks should be carried out. This helps the organization complete work faster and improve efficiency.

Based on the situation above, answer the following questions.

- i) Explain **FOUR (4)** benefits of delegation of authority to SmartTech Electronics. (8 marks)
- ii) Describe **SIX (6)** steps involved in the delegation process. (12 marks)

b) Differentiate between centralization and decentralization by stating **TWO (2)** differences. (5 marks)

Total: [25 marks]

2. a)

BrightStar Manufacturing produces school bags. The production manager sets a target to produce 500 bags per day with good quality standards. To ensure this target is achieved, the manager checks raw materials before production, monitors workers' performance during production, and reviews daily production reports at the end of the day.

Through these activities, the manager ensures that actual performance meets the expected organizational standards and goals.

Based on the situation above, answer the following questions.

- i) Differentiate between feedforward control and feedback control. (5 marks)
- ii) Distinguish between strategic control and tactical control. (5 marks)

b) Discuss **FOUR (4)** roles of control in an organization. Support your answers with examples. (10 marks)

c) State **FIVE (5)** characteristics of an effective control system. (5 marks)

Total: [25 marks]

3. a) Describe **FIVE (5)** models of decision making used by managers in organizations. (10 marks)
- b) Illustrate the **SIX (6)** steps in the decision-making process using a diagram. (12 marks)
- c) List **THREE (3)** essential skills required for effective decision making. (3 marks)
Total: [25 marks]

4.

Sara is the team leader at NovaTech Company. She encourages her team members to work together to achieve the target of launching a new mobile application within six months. She motivates employees, listens to their ideas, and rewards those who perform well. Sara also helps her team solve problems and makes sure everyone understands their tasks.

This situation shows that leadership involves influencing and motivating employees to work together in order to achieve organizational goals.

Based on the situation above, answer the following questions.

- a) Describe **FOUR (4)** important traits of effective leaders as identified by McCall and Lombardo. (12 marks)
- b) Differentiate between transactional leadership and transformational leadership by stating **TWO (2)** differences. (8 marks)
- c) Distinguish between management and leadership by providing **FIVE (5)** supporting points. (5 marks)
Total: [25 marks]

- END OF QUESTIONS -