

FINAL EXAMINATION

Semester	:	JANUARY 2024 SEMESTER
Programme Name	:	DIPLOMA IN LOGISTIC MANAGEMENT DIPLOMA IN BUSINESS STUDIES DIPLOMA OF ACCOUNTANCY
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) Describe each term listed below:
 - i) Chart and chain commands (5 marks)
 - ii) The span of control (5 marks)
 - iii) Delegation or empowerment. (5 marks)
 - iv) Centralization and decentralization (5 marks)

- b) Explain **TWO (2)** types of organizational structure. (5 marks)
Total: [25 marks]

2. a) Discuss **THREE (3)** levels of control in organizations. (9 marks)

- b) Explain the **SIX (6)** steps in the control process (12 marks)

- c) Define total quality management. (4 marks)
Total: [25 marks]

3. a) Explain **TWO (2)** types of leadership styles. (6 marks)

- b) Explain **FIVE (5)** bases of leader's power. (10 marks)

- c) Discuss **THREE (3)** methods for increasing power among leaders. (9 marks)
Total: [25 marks]

4. a) Explain **TWO (2)** characteristics of decision-making. (4 marks)

- b) Explain **SIX (6)** stages of the decision-making process. (12 marks)

- c) Discuss **THREE (3)** ways to improve decision-making process. (9 marks)
Total: [25 marks]

- END OF QUESTIONS -