



## FINAL SEMESTER EXAMINATION

Programme	:	<b>DIPLOMA IN BUSINESS STUDIES DIPLOMA IN E-BUSINESS TECHNOLOGY DIPLOMA IN LOGISTICS MANAGEMENT</b>
Course	:	<b>INTRODUCTION TO MANAGEMENT</b>
Course Code	:	<b>DBBM3013/ DEB1133</b>
Duration	:	<b>(3 hours)</b>

### INSTRUCTIONS TO CANDIDATES:

1. Please read the instructions given in the question paper **CAREFULLY**.
2. This question paper consists of **FOUR (4)** questions
3. Answer **ALL FOUR (4)** 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 FOUR (4)** questions on the separate sheet provided.

**[100 marks]**

1. a) Charles is an experienced computer programmer that intend to form his own organisation. As a management consultant, explain to Charles the various type of organisation structures' advantages and disadvantages that would best fit his intention. Support your answer with relevant examples. (15 marks)
  
- b) Explain **FIVE (5)** factors influencing the use of centralisation and decentralisation of organisation. (10 marks)  
Total: **[25 marks]**
  
2. a) Describe **FIVE (5)** comparisons between the characteristic of a manager and a leader. (15 marks)
  
- b) Describe **FIVE (5)** differences between transformational and transactional leaders. Support your answer with relevant examples. (10 marks)  
Total: **[25 marks]**
  
3. a) Describe **FIVE (5)** benefits of benchmarking. Support your answer with relevant examples. (15 marks)
  
- b) Compare and contrast engaging with traditional performance measures and balanced scorecards (BSC). Support your answer with relevant examples. (10 marks)  
Total: **[25 marks]**
  
4. a) Describe **FIVE (5)** advantages of group decision making. Support your answer with relevant examples. (10 marks)
  
- b) Examine **FIVE (5)** characteristics of decision making. Support your answer with relevant examples. (15 marks)  
Total: **[25 marks]**

**- END OF QUESTIONS -**