



**PENINSULA**  
**COLLEGE**  
GEORGETOWN

## FINAL EXAMINATION

|                    |   |   |
|--------------------|---|---|
| Programme Name     | : | <b>DIPLOMA IN TRAVEL AND TOURISM MANAGEMENT</b> |
| Course Code & Name | : | <b>TTM1133 INTRODUCTION TO MANAGEMENT</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 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) i) Define motivation. (2 marks)  
ii) List out **FOUR (4)** types of intrinsic rewards and extrinsic rewards. (8 marks)

- b) As the owner of HS Asset Property Sdh Bhd, your priority is to ensure the employees are happy and motivated to work. State and explain the **FIVE (5)** Maslow hierarchy of needs theory related to HS Asset property Sdh Bhd.

(15 marks)  
Total: [25 marks]

2. a) i) Define delegation process. (3 marks)  
ii) State the **SIX (6)** delegation process steps. (7 marks)

- b) i) Draw a diagram of functional departmentalization related to any chosen organization. (5 marks)

- ii) Based on the diagram in 2b)i), explain any **TWO (2)** functional departmentalization.

(10 marks)  
Total: [25 marks]

3. a) i) Describe what is feedforwards control in an organization. (3 marks)  
ii) State the **SIX (6)** principles of Total Quality Management (TQM). (6 marks)

- b) Prepare the income statement for HS Asset Company based on the given information below for year-end 2020: (16 marks)

|                       |           |
|-----------------------|-----------|
| Salary                | RM 8,000  |
| Water & Electricity   | RM 4000   |
| Insurance             | RM 7000   |
| Fuel                  | RM 1000   |
| Advertising           | RM 700    |
| Revenue from training | RM 15,000 |
| Merchandise sales     | RM 20,000 |
| Tax                   | RM 5000   |

Total: [25 marks]

4. a) i) Define any **ONE (1)** skill of decision-making with an example. (3 marks)  
ii) Describe the **SEVEN (7)** steps in decision-making process. (7 marks)

4. b) As a business analyst executive, explain the **THREE (3)** decision-making importance when discussing with the top management.

(15 marks)  
Total: [25 marks]

**- END OF QUESTIONS -**