



PENINSULA
COLLEGE
GEORGETOWN DK266-03(P)

FINAL EXAMINATION

Semester	:	MAY 2025 SEMESTER
Programme Name	:	DIPLOMA IN BUSINESS STUDIES DIPLOMA IN E-BUSINESS TECHNOLOGY DIPLOMA IN LOGISTICS MANAGEMENT
Course Code & Name	:	DBBM3013 DEB1133 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 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)

According to Theo Haimann, "Delegation of authority merely means the granting of authority to subordinates to operate within the prescribed limits."

Based on the above statement, describe the following:

- i) **FOUR (4)** benefits of delegation to an organization (8 marks)
- ii) **SIX (6)** steps of delegation (12 marks)

- b) Show **TWO (2)** differences between centralization and decentralization (5 marks)
- Total: [25 marks]

2. a)

Controlling is the process of regulating organizational activities so that actual performance conforms to expected organizational standards and goals.

Based on the above statement, differentiate between the following types of control:

- i) Feedforward control and Feedback control (5 marks)
- ii) Strategic Control and Tactical Control (5 marks)

- b) Discuss **FOUR (4)** roles of control with examples. (10 marks)

- c) State **FIVE (5)** characteristics of good control. (5 marks)
- Total: [25 marks]

3. a) Analyse **FIVE (5)** models of Decision Making. (10 marks)

- b) Using a diagram, show the decision-making steps. (12 marks)

- c) List **THREE (3)** important skills for good decision making with example. (3 marks)
Total: [25 marks]

4.

Bass and Riggio emphasize the central role of influence in leadership, where leaders guide and motivate others to work collectively towards specific objectives.

Referring to the above statement on leadership, answer the following:

- a) Describe the **FOUR (4)** primary traits of a successful leader, as identified by McCall & Lombardo (12 marks)
- b) Explain **TWO (2)** differences between transactional and transformational Leadership. (8 marks)
- c) What are the differences between management and leadership? Justify your answer by providing **FIVE (5)** evidence. (5 marks)
Total: [25 marks]

- END OF QUESTIONS -