

FINAL EXAMINATION

Programme Name	:	CERTIFICATE OF BUSINESS STUDIES
Course Code & Name	:	CBS1023 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 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) i) List **FIVE (5)** qualities of a leader. (5 marks)
- ii) Show in table **SEVEN (7)** Monetary rewards and Non-Monetary rewards which can boost the employee's motivation. (14 marks)
- b) Describe about good interpersonal skill trait as mentioned by McCall and Lombardo. Support your answer with an appropriate example. (6 marks)
- Total: [25 marks]
2. a) Illustrate **FIVE (5)** comparison between transformational leader and transactional leaders in a form of table. (10 marks)
- b) i) List the **FIVE (5)** stages of Maslow Hierarchy of Needs Theory (5 marks)
- ii) Explain in detail about physiological needs and safety needs under maslow theory with proper example of any company. (10 marks)
- Total: [25 marks]
3. a) i) Define control with example. (5 marks)
- ii) Describe income statement. (3 marks)
- iii) Describe **TWO (2)** functions of income statement in business. (2 marks)
- iv) State the balance sheet equation. (3 marks)
- b) Explain in detail the control methods for inputs, work in progress and output for ICELAND Hotel. (12 marks)
- Total: [25 marks]
4. a) i) State **FOUR (4)** importance's of decision-making. (4 marks)
- ii) Define decision making with an appropriate example. (6 marks)
- iii) List the **SEVEN (7)** steps in decision making. (7 marks)
- b) As a manager in TESLA Company, you are required to handle flying car innovation project. Describe any **TWO (2)** skills which manager implement in making decision. (8 marks)
- Total: [25 marks]

- END OF QUESTIONS -