

FINAL EXAMINATION

Programme Name	:	DIPLOMA IN LOGISTICS MANAGEMENT DIPLOMA IN BUSINESS STUDIES DIPLOMA OF ACCOUNTANCY DIPLOMA IN E-BUSINESS TECHNOLOGY
Course Code & Name	:	DBBM3013 I 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 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 out **FIVE (5)** qualities of a leader. (5 marks)
- ii) State the **FIVE (5)** intrinsic rewards and extrinsic rewards under motivation in a table form. (10 marks)

- b) Discuss in detail **TWO (2)** primary traits of a successful leadership as mentioned by McCall and Lombardo. (10 marks)

Total: [25 marks]

2. a) Compare **FIVE (5)** criteria between transformational and transactional leaders in a table form. (10 marks)

- b) Assess the **THREE (3)** initial stages of Maslow Hierarchy of Needs Theory with examples. (15 marks)

Total: [25 marks]

3. a) Discuss **FIVE (5)** importance of controls. (10 marks)

- b) Explain control methods for inputs, work in progress and output in details for Shangri-La Hotel. (15 marks)

Total: [25 marks]

4. a) Describe **TWO (2)** skills of decision-making. (4 marks)

- b) As the decision-making analyst manager for Vidhushaa Sdn Bhd, you are required to focus on increasing the profit of the company. Apply the **SEVEN (7)** steps in decision-making for this improvement and find a way to increase the profit. (21 marks)

Total: [25 marks]

- END OF QUESTIONS -