PENINSULA COLLEGE
GEORGETOWN

FINAL EXAMINATION

Programme Name	:	**FOUNDATION IN ARTS**
Course Code & Name	:	**FA1144 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) Compare **FIVE (5)** differences between trait leadership and behavioral leadership. (10 marks)

   b) Leader is an important person who focuses in enhancing the organizational productivity and increases the effectiveness of work. Explain **FIVE (5)** characteristics of an effective leader.
   (15 marks)
   Total: [25 marks]

2. a) Describe **TWO(2)** importance of control in assisting managers to complete their task. (10 marks)

   b) Discuss the control method or inputs, work in progress and output for the Hotel industry.
   (15 marks)
   Total: [25 marks]

3. a) i) State **SIX (6)** characteristic of effective communication. (6 marks)

   ii) Determine **THREE (3)** barriers in communication with example. (9 marks)

   b) ABX Company plan to conduct an annual meeting with the staff. Analyse **TWO(2)** types of formal communication in the organization to handle the staff meeting.
   (10 marks)
   Total: [25 marks]

4. a) i) Define motivation. (2 marks)

   ii) Describe intrinsic reward and extrinsic reward with example. (8 marks)

   b) You as the boss of Suria company Bhd wants to ensure the employees are happy and motivated to work in your company. Discuss in detail the **FIVE(5)** Maslow heirarchy of needs theory related to Suria Company.
   (15 marks)
   Total: [25 marks]

- END OF QUESTIONS -