

FINAL EXAMINATION

Semester	:	JANUARY 2025 SEMESTER
Programme Name	:	CERTIFICATE IN 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 accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from Peninsula College Georgetown.

(This booklet contains 4 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 Complete the sentences by filling in the blanks with the most suitable term from the given choices. Use your knowledge of management principles to select the correct answer.

Integrative	Organising	Pervasive	Decision making	Universality
Control	Leadership	Social	Planning	Intangible

- a) The act of establishing objectives and formulating the most effective strategies to accomplish them is known as _____. (2.5 marks)
- b) The process of aligning resources and activities in a structured manner to successfully achieve a goal is referred to as _____. (2.5 marks)
- c) The ability to inspire, direct, and influence individuals toward fulfilling an organization's mission is called _____. (2.5 marks)
- d) Monitoring task execution to ensure alignment with plans and making necessary modifications fall under the scope of _____. (2.5 marks)
- e) The systematic approach of analysing various options and making the most suitable choice is termed _____. (2.5 marks)
- f) The concept that managerial principles are universally applicable across diverse organizations, industries, and hierarchical structures is known as _____. (2.5 marks)
- g) Management is regarded as a _____ process because it entails continuous interaction among individuals to achieve shared goals. (2.5 marks)
- h) The characteristic of _____ highlights that management functions extend beyond a specific department and are embedded in all organizational activities. (2.5 marks)
- i) Since management is intangible and is only evident through coordination and decision-making, it is categorized as _____. (2.5 marks)
- j) The process by which management synchronizes various functions, resources, and departments to operate cohesively toward a common goal is termed _____. (2.5 marks)

Total: [25 marks]

2. Match each statement with the correct element of a good decision and types of decision by filling in the blanks with the most suitable term from the list below.

Creative alternatives	Commitment to follow through	Helpful frame	Clear values	Strategic decision
Sound reasoning	Useful information	Programmed decision	Non-programmed decision	Tactical decision

- a) Before making a decision, it is important to explore multiple options rather than choosing the first idea that comes to mind. This allows for a well-rounded decision-making process.
Answer: (2.5 marks)
- b) Gathering relevant facts and verified data is crucial to making an informed decision. Relying on accurate information helps minimize risks and uncertainties.
Answer: (2.5 marks)
- c) Logical thinking and objective analysis ensure that decisions are based on clear reasoning rather than emotions or biases. Asking, "Am I thinking straight?" is key.
Answer: (2.5 marks)
- d) A good decision requires commitment to execution. Without follow-through, even the best decisions will not produce meaningful results.
Answer: (2.5 marks)
- e) Clearly defining what is being decided helps in understanding the actual problem. Without proper framing, the decision-making process may become confusing.
Answer: (2.5 marks)
- f) Decisions should align with one's core values and beliefs. Choosing an option that conflicts with personal or organizational values may lead to dissatisfaction.
Answer: (2.5 marks)
- g) These decisions are routine and repetitive, often following established rules, policies, or procedures. They typically involve situations that occur frequently within an organization.
Answer: (2.5 marks)
- h) These decisions require creative problem-solving and are made in response to unique or unexpected situations where there are no predefined guidelines.
Answer: (2.5 marks)

- i) High-level executives make these decisions to determine the long-term direction and objectives of the organization, such as entering a new market or launching a new product line.
Answer: (2.5 marks)
Total: [25 marks]
- j) These medium-term decisions help implement broader strategic goals by allocating resources and defining short-term plans for various departments.
Answer: (2.5 marks)
Total: [25 marks]
3. a) Describe **THREE (3)** significance of control in management and support your answer with relevant examples. (9 marks)
- b) Interpret the **THREE (3)** different levels of control. (12 marks)
- c) Describe the concept of financial control. Give **ONE (1)** example of financial statement used within the financial control process. (4 marks)
Total: [25 marks]
4. a) Define the **THREE (3)** types of authority such as Hierarchical, Decentralized and Shared Authority and support you answer with relevant examples. (9 marks)
- b) Interpret **FOUR (4)** different types of decision-making and their impact in an organizational setting. (12 marks)
- c) List **FOUR (4)** skills of effective decision-making techniques. (4 marks)
Total: [25 marks]

– END OF QUESTIONS –