



**BERJAYA BUSINESS SCHOOL**

**FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **BBM3305 LEADING IN A GLOBAL ENVIRONMENT**  
Semester & Year : January – April 2016  
Lecturer/Examiner : Ms. Yivonn Mah  
Duration : 3 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (25 marks) : Answer ALL 25 multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.  
PART B (75 marks) : Answer ALL FIVE (5) essay questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College of Hospitality regards cheating as a most 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 BERJAYA University College of Hospitality.

**Total Number of pages = 7 (Including the cover page)**

**PART B : ESSAY QUESTIONS (75 MARKS)**

**INSTRUCTION(S) : FIVE (5) essay questions. Answer ALL questions in the Answer Booklet(s) provided.**

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**Question 1**

Describe **THREE (3)** characteristics that distinguish charismatic from non-charismatic leaders. (15 marks)

**Question 2**

Discuss the **THREE (3)** phases of the change process. (15 marks)

**Question 3**

Demonstrate the five-step process for crisis risk assessment (15 marks)

**Question 4**

Discuss the role of strategic leadership in the strategic management process with relevant examples. (15 marks)

**Question 5**

If you are appointed as a managing director of a multinational company, discuss your role and strategies in creating a learning organization. (15 marks)

**END OF QUESTION PAPER**