



## BERJAYA BUSINESS SCHOOL

### FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

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Subject Code & Name : **DGN1307 Management**  
 Semester & Year : January - April 2017  
 Lecturer/Examiner : Ng Boon Aun  
 Duration : 2 Hours

#### INSTRUCTIONS TO CANDIDATES

- This question paper consists of 2 parts:
  - PART A (25 marks) : Answer all TWENTY-FIVE (25) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.**
  - PART B (75 marks) : Answer all FIVE (5) short answer questions. Answers are to be written in the Answer Booklet provided.**
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
- 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.
- 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.

**PART B : SHORT ANSWER QUESTIONS (75 MARKS)**

**INSTRUCTION(S)** : Answer all **FIVE (5)** questions. Write your answers in the Answer Booklet(s) provided.

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1. Define the term manager and explain what managers do using the *four functions approach*.  
(14 marks)
  
2. Identify and explain **FIVE (5)** barriers to effective communication.  
(15 marks)
  
3. Many decisions in organizations are typically made in groups such as committees, task forces or work teams. Discuss any **FOUR (4)** advantages and **FOUR (4)** disadvantages of group decision making.  
(16 marks)
  
4. Henri Fayol's **FOURTEEN** principles of management looked at organizational practices by focusing on what managers do and what constituted good management. Identify and briefly describe any **FIVE (5)** of the principles.  
(15 marks)
  
5. Describe **THREE (3)** sources of information that are frequently used to measure actual performance. Provide relevant examples to support your answer.  
(15 marks)

**END OF EXAM PAPER**