



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name : **DGN1307 Management**
 Semester & Year : September - December 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.

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

PART B : SHORT ANSWER QUESTIONS (75 MARKS)

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

1. Identify and describe the **THREE (3)** critical management skill all managers should have. Support your answer with relevant examples.

(15 marks)

2. “Managers use different styles and “rules of thumb” (heuristics) to simplify their decision-making.”

Discuss any **FIVE (5)** common decision making biases made by managers.

(15 marks)

3. Describe the **THREE (3)** acquired needs listed in the McClelland’s Three-Needs Theory. Provide relevant examples to illustrate how managers can motivate their employees using each of the needs.

(15 marks)

4. “Evidence suggests that groups pass through five stages as they develop.”

Discuss the **FIVE (5)** stages of group development.

(15 marks)

5. Identify and describe the **THREE (3)** basic types of controls that are used to control organisational performance. Provide relevant examples to support your answer.

(15 marks)

END OF EXAM PAPER