

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Subject Code & Name : **DGN 1307 MANAGEMENT**

Semester & Year : January - April 2016

Lecturer/Examiner : Chang Sheau Huey

Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. 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.
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.

PART B : SHORT ANSWER QUESTIONS (75 MARKS)

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

1. Explain in details **FIVE (5)** organisational stakeholders that involved in an organisation.

[Total: 15 marks]

2. Discuss **THREE (3)** types of motivation theories which could change the working environment.

[Total: 15 marks]

3. Identify and describe **FIVE (5)** stages model of group development that should be adopted by an organisation.

[Total: 15 marks]

4. a) Illustrate (by drawing) the communication process which commonly being used by the manager.

[3 marks]

b) Briefly explain the following terms:

- i. Sender
- ii. Encoding
- iii. Channel
- iv. Decoding
- v. Receiver
- vi. Feedback

[12 marks]

[Total: 15 marks]

5. List and explain **FIVE (5)** conflict handling styles that are commonly practised by an organisation.

[Total: 15 marks]

END OF EXAM PAPER