



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **DGN1307 Management**
Semester & Year : May – August 2016
Lecturer/Examiner : Ms. Siti Intan Nurdiana Wong bt Abdullah
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (25 marks) : TWENTY FIVE (25) multiple choice questions. Answer ALL questions. Shade your answers in the Multiple Choice Answer Sheet provided.
PART B (75 marks) : FIVE (5) short answer questions. Answer ALL 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 : SHORT ANSWER QUESTIONS (75 MARKS)

INSTRUCTION(S) : **FIVE (5)** short answer questions. Answer ALL questions. Answers are to be written in the Answer Booklet provided.

1. Draw a diagram to show the **THREE (3)** levels of management in an organisation. Explain the responsibilities of each level of managers.
(12 marks)
2. Compare between strategic, tactical and operational plans. Provide an example for each type of plans.
(18 marks)
3. Define 'decision'. Discuss the pros and cons of group decision making.
(11 marks)
- 4 a. Identify and explain **FIVE (5)** types of power that a leader might possess.
(10 marks)
- 4 b. Analyse the differences between autocratic and democratic style of leadership.
(8 marks)
- 5 a. Control systems are important for organisations to ensure that activities are accomplished as planned. Briefly describe the **THREE (3)** types of control systems.
(6 marks)
- 5 b. List and explain any **FIVE (5)** characteristics of effective control systems.
(10 marks)

END OF EXAM PAPER