

SIR ARTHUR LEWIS COMMUNITY COLLEGE
DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : Semester One – December 2011 Examination

TUTOR(S) : L. Ollivierre, J Mitchell-Phillip, A. Alcindor

PROGRAMME TITLE(S) : Applied Arts - Business Studies
Food and Beverage Operations
Hospitality Studies
Travel and Tourism

PROGRAMME CODE(S) : 3BS-ABA-AD, 3HS-FAB-AD,
3HS-HOS-AD, 3HS-TAT-AD

COURSE TITLE : Principles of Management

COURSE CODE : MGT 101

DATE : 6th December, 2011

COMMENCEMENT TIME : 1:00 p.m.

DURATION : 2 HOURS

INVIGILATOR(S) : **ML. Catty**, L. Joseph, C. Alexander, A. Carraana
N. Goolaman, M. Charles
A. G-Reid, T. Monroe
C. Charles, F. Nicholas
H. Nicholas, J. Mathurin
P. E-Ford, M. Floyd

ROOMS : CEHI-1R-02, CEHI-R3, HOS-R1, OTW-R3,
HOS-R2, BUS-R1



#MLG



INSTRUCTIONS :

- : Please read the instructions carefully. All answers must be clearly marked and labeled.
- : This paper consists of **ONE** Section
- : Section A - Answer any **THREE** questions
- : No names should be written on the paper only ID number.

Borrowing or lending is prohibited.

- Students are advised to use a pen to write this examination
- Write your ID number on *each* answer sheet
- All cell phones must be turned off during the examination
- **Note:** Bags, books as well as writing paper not given by the invigilator should be deposited at the front of the examination room or as otherwise indicated.
- Students **must** sign **IN** and **OUT** on the examination class list
- All examination papers **must** be turned in to the invigilator together with the answer sheets

SECTION A

1. a) You are required as a consultant to prepare a SWOT analysis for the local electricity company in your country. [12mks]

b) Discuss briefly **FOUR** recommendations based on your SWOT analysis. [8mks]

TOTAL 20 MARKS

2. a) Define the terms **Intrinsic** and **Extrinsic** motivation. [3mks]

b) Discuss briefly Maslow '**Hierarchy of Needs**' Give examples for each. [8mks]

c) You have been recently employed as a consultant with Delights Inc and have discovered that many staff members are de-motivated. Discuss fully **THREE** possible strategies or recommendations that can be used to help managers in that business improve this situation. [9mks]

TOTAL 20 MARKS

3. a) Discuss briefly the following terms:

- Organizing
- Authority
- Span of control
- Chain of Command [8mks]

b) Outline any **TWO** functions of transmitting the culture of an organization to the employees. [4mks]

c) Describe **FOUR** primary ways or methods of transmitting culture to employees and provide an example of each. [8mks]

TOTAL 20 MARKS

4. a) "If you fail to plan, you plan to fail". Explain **TWO** reasons/purposes managers should plan. [4mks]

b) Outline the **SIX** steps in the Strategic Management process. [6mks]

c) Discuss the **FIVE** steps of group development in any organization. [10mks]

TOTAL 20 MARKS

5. a) Clearly define the term **control** in the context of an organization [1mks]
b) Outline and describe the **THREE** steps involved in the control process of management. [9mks]
c) Any successful manager knows that the best goals are “**SMART**”. Explain the **FIVE** characteristics of this acronym. [10mks]

TOTAL 20 MARKS

6. a) Define management by **objectives (MBO)**. [2mks]
b) Explain **any THREE** elements of this type of goal setting. [9mks]
c) Discuss any **THREE** benefits an organization can gain by adopting MBO. [9mks]

TOTAL 20 MARKS

END OF EXAMINATION