

## DIVISION OF TECHNICAL EDUCATION AND MANAGEMENT STUDIES

EXAMINATION SESSION : Semester One December 2012/2013 Examination

TUTOR(S) : L. Ollivierre, A. Alcindor, M. Lashley, S. Meliat, T. Warner.

PROGRAMME TITLE(S) : Business Studies

PROGRAMME CODE(S) : ABA

COURSE TITLE : PRINCIPLES OF MANAGEMENT

COURSE CODE : MGT101

DATE : 7<sup>th</sup> December, 2012

COMMENCEMENT TIME : 9:00am

DURATION : 2 HOURS

INVIGILATOR(S) : F. Paul, C. Alexander  
P. Wilson, D. P. Alfred, N. Goolaman  
T. Charles, M. Charles  
S. Auguste, L. S-Terrence  
G. Severin, J. Finisterre  
P. E-Ford, P. Beausleil  
N. Hyacinth, H. Nicholas  
M. St. Clair, C. Gedeon

ROOM(s) : CEHI-1R-03  
CEHI-1R-02  
HOS-R2  
OTW-R3  
CEHI-1R-04  
HOS-R1  
OTW-R8  
OTW-R8



#M7b



- INSTRUCTIONS :
- : Please read the instructions carefully. All answers must be clearly marked and labeled.
  - : This paper consists of **SIX** questions.
  - : Section One - **Answer Any THREE questions**
  - : Answer **EACH** question on a separate paper
  - : Ensure your **ID number only** is at the top of EACH sheet.
  - : No cell phones are permitted in the examination room
  - : All bags and papers not provided by the invigilators should be placed to the front of the examination hall

## SECTION ONE

1. A. "A business which fails to plan plans to fail" Discuss the **FOUR** reasons why it is important for managers to plan. ( 8 marks)

B. Define the following terms:

- Power
- Staff authority
- Span of control
- Line authority

(4 marks)

C. Define management by objectives (MBO).

(2 marks)

D. Explain **FOUR** elements of this type of goal setting. (MBO)

(6 marks)

**TOTAL 20 MARKS**

2. A. Distinguish between the following types of plans:

- long-term plans AND short-term plans,
- Single-use plans AND standing plans.

(3 marks )

B. Discuss briefly the **FIVE** characteristics of a SMART goal.

(5 marks)

C. Outline the **SIX** stages of the strategic management process.

( 6 marks)

D. Discuss any **THREE** benefits an organization can gain by adopting MBO. (6 marks)

**TOTAL 20 MARKS**

3. A. "Corporate culture is the glue which holds an organization together".

Discuss **THREE** types of corporate culture.

(6 marks)

B. Outline **FOUR** ways in which culture can be transmitted to employees with an organization.

(4 marks)

C. Discuss the **FIVE** steps of group development in any organization.

(10 marks)

**TOTAL 20 MARKS**

4. A. Prepare a comprehensive **SWOT** analysis for a supermarket operating in the city of Castries. (16 marks)

B. Identify **FOUR** recommendations for the supermarket based on the SWOT analysis

(4 marks)

**TOTAL 20 MARKS**

5. A. With reference to one of the major telecommunications providers , discuss the possible impact of **THREE** elements from its micro-environment and **TWO** elements from its macro-environment. (10 marks)
- B. Distinguish between a mechanistic and an organic organization (5 marks)
- C. Discuss briefly TWO functions of culture to a financial institution. (5 marks)

**TOTAL 20 MARKS**

6. A. Define the terms controlling and organizing in the context of an organization (4 marks)
- B. Outline and describe the **THREE** steps involved in the control process. (6 marks)
- C. You have recently been employed as a manager with Company X and have discovered that many staff members are de-motivated. Discuss **FOUR** (4) possible strategies that can be used to remedy this situation (10 marks)

**TOTAL 20 MARKS**

**END OF EXAMINATION**