



STAMFORD COLLEGE
SCHOOL OF BUSINESS, MARKETING AND ACCOUNTING

DIPLOMA IN BUSINESS ADMINISTRATION
(SEMESTER 4)

DBA 204: MANAGING HUMAN RESOURCES I

Date : 26 April 2007

Time : 9.30am – 11.30am

Duration: 2 hours

Instructions to Candidates

This paper consists of Section A and Section B. Candidates are required to answer ALL questions from Section A and THREE questions from Section B.

Please ensure that this examination paper contains NINE questions on TWO printed pages before you start the examination.

Books, papers and other written materials are not allowed to be brought into the examination hall. A candidate who violates the examination rules of Stamford College or commits a malpractice will be disqualified from the examination.

Write your Examination Index Number on each page of your answer booklet.

SECTION A

This section consists of FIVE questions. Candidates are required to answer ALL questions.

Question 1

Define personality.

(5 marks)

Question 2

Explain the term locus of control.

(5 marks)

Question 3

Identify THREE factors that could be considered as hygiene factors in the Two Factor Theory.

(5 marks)

Question 4

Provide the definition of stress.

(5 marks)

Question 5

Describe the autocrat leader.

(5 marks)

(Total = 25 marks)

SECTION B

This section consists of FOUR questions. Candidates are required to answer any THREE questions.

Question 6

(a) Every organization needs leaders. Define the term leadership.

(5 marks)

(b) Discuss the various leadership styles in organizations with reference to its level of effectiveness.

(20 marks)

(Total = 25 marks)

Question 7

- (a) Describe the Type A personality type. (7 marks)
- (b) Identify and explain FOUR frequently used shortcuts in perception. (18 marks)
- (Total = 25 marks)

Question 8

- (a) Briefly explain some organizational approaches in stress management. (10 marks)
- (b) Describe the Five Stage Model in group development . (15 marks)
- (Total = 25 marks)

Question 9

- (a) Define motivation. (5 marks)
- (b) Discuss the Expectancy Theory of motivation with relevant examples. (20 marks)
- (Total = 25 marks)

- END OF PAPER -