



Stamford College

School of Secretarial and Administrative Studies

DIPLOMA IN EXECUTIVE SECRETARYSHIP

(Semester 4)

DES/2/4/18: MANAGEMENT THEORIES II

Date: 28 February 2007, Wednesday
Time: 2.00pm – 4.00pm

Duration: 2 Hours

Instruction to Candidates

Answer Question 1 from Section A and any TWO questions from Section B.

Please ensure that this examination paper contains FIVE 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**Question1 (Compulsory)**

A joint venture is an arrangement where two firms (or more) join forces for manufacturing, financial and marketing purposes and each has a share in both the equity and the management of the business. A joint venture is usually an alternative to buying/building a wholly owned manufacturing operation abroad and can offer substantial advantages.

Briefly explain any FIVE advantages of joint ventures.

(10 marks)

Section B

Answer any TWO questions out of FOUR questions.

Question 2

- a) There are two types of organisation or change. Define proactive change and reactive change. (4 marks)
 - b) Explain Kurt Lewin three-phase process of behaviour modification. (6 marks)
 - c) Briefly explain any FIVE internal forces of change. (10 marks)
- (Total = 20 marks)

Question 3

- a) What are multinational companies? (2 marks)
 - b) List FIVE advantages of multinational companies. (10 marks)
 - c) State any FOUR differences in the behaviour of Japanese and American organisations. (8 marks)
- (Total = 20 marks)

Question 4

Stress does not arise because of external problems faced by individuals, but by the way they cope with those problems. Stress can occur in a person's domestic and social life as well as at work.

- a) Explain FIVE sources of stress at work. (10 marks)
- b) Briefly explain FIVE methods to coping with stress at work. (10 marks)
- (Total: 20 marks)

Question 5

- a) Define the following terms:
- (i) Insurable risks
 - (ii) Non-insurable risks
 - (iii) Insurer
 - (iv) Insured
- (8 marks)
- b) State THREE examples of non-insurable risks. (6 marks)
- c) Briefly explain THREE principles of insurance. (6 marks)
- (Total = 20 marks)

--- END OF PAPER ---