



# **STAMFORD COLLEGE**

**SCHOOL OF HUMAN RESOURCE MANAGEMENT**

**DIPLOMA IN HUMAN RESOURCE MANAGEMENT**

**SEMESTER 1**

**DHRM 103: FUNDAMENTALS OF MANAGEMENT**

**Date : 04 May 2007 (Friday)**

**Time : 9.30 am –12.30 pm**

**Duration: 3 hours**

## **Instructions to Candidates**

Answer FOUR out of SIX questions.

Please ensure that this examination paper contains SIX questions on ONE printed page 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.

Candidates may use calculators provided the calculators give no printout, have no work display facilities, are silent and cordless.

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

Answer any FOUR out of SIX questions.

### Question 1

- a) Who is a manager? (5 marks)
  - b) Define planning. (5 marks)
  - c) Define organizing. (5 marks)
  - d) Define leading. (5 marks)
  - e) Define controlling. (5 marks)
- (Total = 25 marks)

### Question 2

- a) Explain the three levels of management. (15 marks)
  - b) What is an organization? (5 marks)
  - c) Define goal. (5 marks)
- (Total = 25 marks)

### Question 3

- a) Explain efficiency. (8 marks)
  - b) Explain effectiveness. (8 marks)
  - c) Explain 'closed' system. (4 marks)
  - d) Explain 'open' system. (5 marks)
- (Total = 25 marks)

### Question 4

Explain the following roles of managers:

- a) Figure head role. (9 marks)
  - b) Leader role. (8 marks)
  - c) Liaison role. (8 marks)
- (Total = 25 marks)

### Question 5

Explain the following THREE skills needed by managers.

- a) Conceptual skills. (9 marks)
  - b) Human skills. (8 marks)
  - c) Technical skills. (8 marks)
- (Total = 25 marks)

### Question 6

- a) Identify the EIGHT steps in the decision making process. (16 marks)
  - b) What is programmed decision? (4 marks)
  - c) What is non-programmed decision? (5 marks)
- (Total = 25 marks)

**-END OF PAPER-**