



**THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA**  
**ASSOCIATE OF SCIENCE EXAMINATION**  
**SEMESTER III – 2017 AUGUST**

**PROGRAMME:** BUSINESS STUDIES  
**COURSE NAME:** INTRODUCTION TO MANAGEMENT  
**CODE:** MGMT1101  
**YEAR GROUP:** ONE  
**DATE:** WEDNESDAY, 2017 AUGUST 9  
**TIME:** 1:00 P.M. – 4:00 P.M.  
**DURATION:** 3 HOURS  
**EXAMINATION TYPE:** FINAL

*This Examination paper has 8 pages*

**INSTRUCTIONS:**

- 1. THIS EXAMINATION PAPER CONSISTS OF TWO (2) SECTIONS: (A) AND (B)**
- 2. ANSWER ALL QUESTIONS FROM SECTION A**
- 3. SECTION B CONSISTS OF FIVE (5) QUESTIONS; CHOOSE ANY THREE (3)**

**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

## SECTION B

*Instructions: Answer any **THREE (3)** questions from this section.*

### Question 1

- A. Explain the following terms:
- i. Mechanistic Organisation Structure
  - ii. Organic Organisation Structure *(4 marks)*
- B. Differentiate **FOUR (4)** characteristics of mechanistic and organic organisation. *(8 marks)*
- C. One common way of departmentalising an organisation is by using the **functional structure**.

With the aid of a diagram, explain how this functional structure is arranged, and give **TWO (2)** advantages and **TWO (2)** disadvantages of this structure. *(13 marks)*

*(Total 25 marks)*

### Question 2

Jack, the Recruiting Manager at Nortel Communication, must fill a vacancy for Field Engineer by the end of the month. He has received several applications and has shortlisted three very good candidates. All three are from outside of the company, possess very strong performance as indicated in their historical records and have worked in a similar environment but never in this role.

- A. Explain the **THREE (3)** decision-making environments. *(15 marks)*
- B. The performance of each candidate in this job is unknown and cannot be determined with certainty.

Identify the decision-making environment Jack faces and clearly outline **THREE (3)** arguments to justify your answer. *(10 marks)*

*(Total 25 marks)*

**Question 3**

- A. Differentiate between the scientific and the general administrative approach of management. *(5 marks)*
- B. Discuss Frederick Taylor's **FOUR (4)** principles of scientific management and use examples to show how each principle is being used by organisations today. *(20 marks)*
- (Total 25 marks)*

**Question 4**

- A. Distinguish between the terms 'social responsiveness' and 'social obligation'. Give an example of each. *(6 marks)*
- B. Discuss **FOUR (4)** arguments for and **TWO (2)** against social responsibility. *(19 marks)*
- (Total 25 marks)*

**Question 5**

- a) Explain the **FOUR (4)** functions of management proposed by Henri Fayol, and give an example of each. *(12 marks)*
- b) Discuss **TWO (2)** rewards and **TWO (2)** challenges that a manager in the hospitality industry could face. *(13 marks)*
- (Total 25 marks)*

**END OF EXAMINATION**