



THE COUNCIL OF COMMUNITY COLLEGES OF JAMAICA
ASSOCIATE OF SCIENCE EXAMINATION

SEMESTER II – 2019 MAY

PROGRAMMES: ALL PROGRAMMES
COURSE NAME: INTRODUCTION TO MANAGEMENT
CODE: MGMT1101
YEAR GROUP: ONE
DATE: MONDAY, 2019 MAY 13
TIME: 3:00 P.M. – 5:00 P.M.
DURATION: 2 HOURS
EXAMINATION TYPE: FINAL

This Examination Paper has 7 Pages

INSTRUCTIONS:

1. ANSWER ALL QUESTIONS FROM SECTION A
2. SECTION B CONSISTS OF FOUR (4) QUESTIONS. ANSWER ANY TWO (2)

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SECTION B

Instruction: In the booklet provided, answer any **TWO (2)** questions from this section.

Question 1

In a competitive market, with many large operators, Kingston City Bank had consistently lost money for over 15 years. Lack of understanding, alignment and staff commitment to a strategic direction left this company operating inefficiently. There was no clear organizational design which is needed for seamless planning and execution. As part of the consultancy group tasked with revamping the company, your expertise in implementing an organizational design is needed.

- A. Define the term organization. (2 marks)
- B. Explain briefly **THREE (3)** characteristics of an organisation. (6 marks)
- C. Describe **TWO (2)** traditional organizational designs that managers may choose when designing an organizational structure. (6 marks)
- D. Explain **TWO (2)** strengths and **TWO (2)** weaknesses for any **TWO (2)** of the traditional Organisational designs identified in part (C.). (16 marks)

(Total 30 marks)

Question 2

- A. Differentiate between **TWO (2)** contemporary views of leadership and how they are applicable in modern organizations. (9 marks)
- B. Identify a leader in a Jamaican organisation of your choice and explain (using examples) how **FIVE (5)** traits of leadership can be exhibited in the organization. (21 marks)

(Total 30 marks)

Question 3

- A. Define the term decision making. (2 marks)
- B. i. List the **EIGHT (8)** steps in the decision-making process in the correct order that managers should typically follow. (8 marks)
- ii. Grace is faced with the decision to purchase a vehicle for her Great Service Taxi Company. The vehicles available to her are the Missin, Royota and Mazfa models. Explain to Grace how the first **FOUR (4)** steps identified in the decision making process in (B. part .i) above can be used to help her to arrive at a decision. (14 marks)
- C. With the use of appropriate examples, differentiate between programmed and non-programmed decisions. (6 marks)
- (Total 30 marks)**

Question 4

“Corporate Social Responsibility is a management concept whereby businesses integrate social and environmental concerns in their business operations and interacts with their stakeholders”.

- A. Explain **TWO (2)** ethical responsibilities that businesses should have to each of the following stakeholders:
- i. Employees (4 marks)
- ii. Customers (4 marks)
- iii. Owners (4 marks)
- B. As an activist of CSR, identify a business in your country and distinctly describe **TWO (2)** ways in which this business illustrates social responsibility towards society. (9 marks)
- C. i. Explain Andrew Carnegie’s view on CSR (5 marks)
- ii. State whether this theory has any relevance in today’s society. (4 marks)
- (Total 30 marks)**

END OF EXAMINATION