

National College of Ireland

BSc (Hons) in Technology Management – Full-time – Year 1 – BSHTM 1
Higher Certificate in Business Computing – Full-time – Year 1 – HCBC 1

Semester Two Examination – 2015/16

Wednesday May 11th 2016
10.00am – 12.00pm

Introduction to Management

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Dr Hugh O'Donnell
Dermot Killen

Please answer ANY **THREE** Questions

All Questions carry equal marks

Duration of exam: 2 Hours

Attachments: None

Question One

- a) Define Management

(6 Marks)

- b) Discuss the four primary management functions – Planning, Organising, Leading and Controlling

(4 x 7 marks each)

Question Two

- a) Briefly explain your understanding of the term “Learning Organisation”

(7 marks)

- b) Daft et al identified three components / elements in a learning organization
- empowered employees
 - team-based structure
 - open information

Explore each one

(3 x 9 marks each)

Question Three

Debate the factors that characterize effective goals

(34 marks)

Question Four

Whether a decision is programmed or non-programmed and regardless of managers' choice of the classical, administrative or political models, Daft et al set out six (6) steps typically associated with effective decision making.

- (a) List each of the six steps

(4 marks)

- (b) Discuss each one

(6 x 5 marks each)

Question Five

“Power is the potential ability to influence the behavior of others”

Discuss from the perspectives of POSITION and PERSONAL power

(34 marks)