

National College of Ireland

BSc (Honours) in Technology Management – Full-time – Year 1 – BSHTM1
Higher Certificate in Business Computing – Full-time – Year 1 – HCBC 1

Semester Two Examinations – 2016 / 17

Monday 15th May 2017
2.00pm – 4.00pm

Introduction to Management

Dr. Hugh O'Donnell
Dr. Jennifer McManis
Dermot Killen

Please answer ANY **THREE** Questions

All Questions carry equal marks

Duration of exam: 2 Hours

Attachments: None

- 1 (a) Briefly, explain your understanding of the term “Management” (7 marks)
(b) Many would consider that a manager’s job is a complex one, requiring three particular skill sets
- *Conceptual*
 - *Human*
 - *Technical*
- Discuss (3 x 9 marks each)
- 2 The Brexit decision by the UK and the election of Donald Trump are two of the factors suggesting a turbulent time ahead for the global economy. Beginning with a definition of the term “Learning Organisation” (7 marks), explain how this concept might be helpful to a business adapting to turbulent times, addressing the issues of *Empowerment*, *Team-based Structures* and *Open Information* (27 marks)
- 3 Change is ever-present today’s workplace. Despite this, the very thought of it sparks resistance in many employees.
Discuss this resistance from the following perspectives:
- *self-interest* (9 marks)
 - *lack of understanding and trust* (9 marks)
 - *uncertainty* (8 marks)
 - *different assessments and goals* (8 marks)
- 4 Discuss Motivation in the Workplace from the perspective of Goal-Setting Theory (34 marks)
- 5 “Teams” – units of 2 or more people who interact and coordinate their work to accomplish a specific goal – are increasingly common in the workplace, particularly in knowledge-centered organisations. Explore the five stages of Team Development and the contribution of the Team Leader to each stage (34 marks)