

**FINAL EXAMINATION**  
**NOVEMBER 2021**

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<b>COURSE TITLE</b>	<b>INTRODUCTION TO MANAGEMENT</b>
<b>COURSE CODE</b>	<b>FMGT0114</b>
<b>DATE/DAY</b>	<b>16 FEBRUARY 2022 / WEDNESDAY</b>
<b>TIME/DURATION</b>	<b>09:00 AM - 10:30 AM / 1.5 Hours</b>

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**INSTRUCTIONS TO CANDIDATES :**

1. Please read the instruction under each section carefully.
2. Candidates are reminded not to bring into examination hall/room any form of written materials or electronic gadget except for stationery that is permitted by the Invigilator.
3. Students who are caught breaching the Examination Rules and Regulation will be charged with an academic dishonesty and if found guilty of the offence, the maximum penalty is expulsion from the University.

(This Question Paper consists of 7 Printed Pages including front page)

**There are FORTY (40) questions in this paper. Each question is worth 2.5 marks.  
Answer ALL questions in the OMR sheet. (100 Marks)**

1. A tall organizational structure would be \_\_\_\_\_.
  - A. any levels in hierarchy + wide spans of control
  - B. few layers in hierarchy + narrow spans of control
  - C. few levels in hierarchy + wide span of control
  - D. many levels in hierarchy + narrow span of control
  
2. \_\_\_\_\_ refers to the act of an employee's voluntary decision to leave the company.
  - A. Termination
  - B. Demotion
  - C. Resignation
  - D. Transfer
  
3. A training that gives employees the opportunity to experience other tasks that require the same skills.
  - A. Mentoring
  - B. Job Rotation
  - C. Coaching
  - D. Total Quality Management
  
4. The process of attracting applicants qualified to occupy vacant positions is known as \_\_\_\_\_.
  - A. recruitment
  - B. selection
  - C. placement
  - D. retirement
  
5. Which of the following is NOT part of a company's macro-environment?
  - A. The company's resource strengths, weaknesses, and competitive capabilities.
  - B. Economic factors.
  - C. Political and Socio-Cultural factors.
  - D. Technological factors and Legal conditions.

6. The fundamental purpose for the existence of any organization is described by its \_\_\_\_\_.
- A. policies
  - B. mission
  - C. procedures
  - D. strategy
7. The acronym SWOT stands for \_\_\_\_\_.
- A. Special Weapons for Operations Timeliness
  - B. Services, Worldwide Optimization, and Transport
  - C. Strengths Worldwide Overcome Threats
  - D. Strengths, Weaknesses, Opportunities, and Threats
8. Which of the following is not a characteristic of strategic management that makes it different from other types of management?
- A. It is interdisciplinary.
  - B. It has an external focus.
  - C. It has an internal focus.
  - D. It concerns the present direction of the organization.
9. Which of the following is an issue considered in developing corporate strategies?
- A. What business(es) is/are we in?
  - B. What direction are we going?
  - C. What resources do we have to implement our strategies?
  - D. What businesses are we in and what to do with those businesses?
10. Which of the following is NOT a major element of the strategic management process?
- A. Formulating strategy
  - B. Implementing strategy
  - C. Evaluating strategy
  - D. Assigning administrative tasks
11. Competitive advantage can best be described as \_\_\_\_\_.
- A. increased efficiency.
  - B. what sets an organization apart.
  - C. a strength of the organization.
  - D. intangible resources.

12. Which of the following defines what business or businesses the firm is in or should be in?
- A. Business strategy
  - B. Corporate strategy
  - C. Functional strategy
  - D. National strategy
13. Which of the following has been identified as a source of power in leadership?
- A. reward
  - B. punishment
  - C. referent
  - D. all the above
14. Legitimate power in leadership stems from \_\_\_\_\_.
- A. organizational authority
  - B. a role acknowledged by the followers
  - C. leadership skills
  - D. identification with other leaders
15. Which of the following is a trait of self-monitoring in terms of leadership?
- A. sensitivity to contextual cues
  - B. social perception
  - C. ability to respond flexibly in each situation
  - D. all the above
16. The ability to influence people through granting or withholding benefits that are of interest to them is called \_\_\_\_\_.
- A. reward power
  - B. coercive power
  - C. expert power
  - D. reference power
17. Mr. X is the only person in the company with expertise in the E-Commerce field. This source of power is called \_\_\_\_\_.
- A. reward power
  - B. knowledge power
  - C. reference power
  - D. none of the above

18. What is a consequence of good business ethics?
- A. Increase in demand.
  - B. High employee turnover.
  - C. Good word of mouth from customers.
  - D. Low employee turnover.
19. Conflict between self-financial interest and professional obligation is called:
- A. Being irresponsible.
  - B. Conflict of interest.
  - C. Mixing business with pleasure.
  - D. Being unprofessional.
20. A set of rules for guiding the actions of employees or members of an organization is called:
- A. Mission Statement.
  - B. Social Responsibility Policy.
  - C. Corporate Philosophy.
  - D. Code of Ethics.
21. A manager hires his wife's young nephew instead of hiring a more qualified applicant. This is referring to \_\_\_\_\_.
- A. nepotism
  - B. cronyism
  - C. conflict of interest
  - D. analysis
22. Which of the following refers to the duty of a business to contribute to the well-being of a community?
- A. Workplace diversity
  - B. Code of Ethics
  - C. Laws and Regulations
  - D. Social responsibility
23. Which of the following principles is leading a successful organizational change?
- A. Change agents
  - B. A clear vision
  - C. Reinforcement and measurement
  - D. All of these

24. Which of the following is an advantage of visionary leadership?
- A. Leaders are proactive.
  - B. Team members aren't held accountable.
  - C. The leader often loses sight of the present in focusing on future.
  - D. Fixation of leader's Vision.
25. Which of the following comes first for a successful change?
- A. Communicate the need and involve people in developing the change.
  - B. Acknowledge and understand the need for change.
  - C. Develop change plans.
  - D. Evaluate progress and celebrate success.
26. Which term describes the process of analyzing and identifying the needs and availability of HR required by an organization to meet its objectives?
- A. Recruitment and Selection.
  - B. Human Resource management.
  - C. HR Planning.
  - D. Strategic human resource management.
27. Which of the following is the first step in HR Planning?
- A. Internal Analysis of Jobs and People.
  - B. Forecasting.
  - C. Establishing Objective.
  - D. Scanning the External Environment.
28. Which of the following is the main objective of HR planning in the organization?
- A. To attract and retain talented staff.
  - B. To deliver the best possible services.
  - C. To fulfill the many roles within the departments.
  - D. To have an accurate number of employees required, matching skill requirement to accomplish organizational goals.
29. The purpose of a mission statement is to declare all of these EXCEPT
- A. a reason for being.
  - B. an annual financial plan.
  - C. a statement of purpose.
  - D. whom an organization wants to serve.

30. All stakeholders \_\_\_\_\_.
- A. have environmental concerns as their top priority
  - B. have claims and concerns about an organization, but these claims and concerns vary
  - C. have the same claims and concerns about an organization
  - D. have ownership rights in an organization
31. \_\_\_\_\_ consists of a small core of full-time employees and outside specialist temporarily hired as needed to work on projects.
- A. Virtual organization
  - B. Matrix and project structures
  - C. Team structure
  - D. Divisional structure
32. Below are the important concepts of chain of command EXCEPT \_\_\_\_\_.
- A. authority
  - B. unity of command
  - C. skills
  - D. span of control
33. \_\_\_\_\_ is also known as departmentalization by function.
- A. Team structure
  - B. Divisional structure
  - C. Simple structure
  - D. Functional structure
34. What is the first step in the comprehensive strategic-management model?
- A. Developing Vision and mission statements.
  - B. Performing external audits.
  - C. Performing internal audits.
  - D. Measuring and evaluating performance.
35. A good mission statement has \_\_\_\_\_.
- A. an employee orientation.
  - B. a customer orientation.
  - C. a shareholder orientation.
  - D. an environmental orientation.

36. Which of the following answers is an example of an internal strength that would be found in the strength element of a SWOT analysis?
- A. Specialized expertise of clinical staff.
  - B. Increased marketing efforts.
  - C. Increased reimbursement rates.
  - D. Lack of IT support.
37. How does PEST analysis help your strategic development team?
- A. It helps you to identify the strengths of your company.
  - B. It helps you to find solutions to problems, create marketing strategies, and stay ahead of your competition.
  - C. It helps you to find the weaknesses of your company.
  - D. It helps you to see how your company's financial well-being is affecting the environment.
38. Which of the following is not an element of Porter's 5 Forces Model?
- A. The firm's macroeconomic environment.
  - B. The firm's existing competition.
  - C. The bargaining power of suppliers.
  - D. The potential competition from new entrants.
39. How a company is situated relative to its competitors is referred to as \_\_\_\_.
- A. market share
  - B. position
  - C. competitive advantage
  - D. brand leadership
40. What is likely to happen if many new businesses enter a market?
- A. Competitive rivalry will intensify.
  - B. Industry profits will increase.
  - C. Barriers to entry will rise.
  - D. Industry capacity will fall.

\*\*\* END OF QUESTION PAPER\*\*\*