



## FINAL EXAMINATION

### JULY 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>18 OCTOBER 2021 / MONDAY</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 **10** Printed Pages including front page)

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

1. What is the definition of management?
  - A. The process of administering and coordinating resources effectively, efficiently and to achieve the goals of the organisation.
  - B. The process that includes motivating subordinates, directing others, selecting the most effective communication channels and resolving conflicts.
  - C. A group of individuals who work together towards a common goal or to accomplish some specific purpose.
  - D. None of these.
  
2. An organization is a group of individuals who work together \_\_\_\_\_.
  - A. to maximize shareholder's wealth
  - B. to generate the most profit
  - C. towards common goals
  - D. to become more efficient
  
3. Miss Ida is a front desk manager at Northern Resort. When dealing with unhappy customers, Miss Ida is performing her role as \_\_\_\_\_.
  - A. negotiator role
  - B. disturbance handler role
  - C. liaison officer
  - D. spokesperson role
  
4. Whether a manager works for a large company such as Toyota or Ford, or a small company that employs only ten people, four processes of management remain the same. These processes are \_\_\_\_\_.
  - A. planning, organizing, leading, and controlling.
  - B. planning, informing, supervising, and controlling.
  - C. planning organizing, informing, and controlling.
  - D. planning, organizing, supervising, and controlling.

5. Which of the following is an example of the decisional roles a manager plays within an organization?
- A. Acting as a spokesperson for the organization.
  - B. Allocating the resources of the organization.
  - C. Leading.
  - D. Monitoring process.
6. The ability to process information about the external/internal environment of the organization and determine its implications refer to \_\_\_\_\_.
- A. process skills
  - B. technical skills
  - C. conceptual skills
  - D. human skills
7. The three (3) main roles of a manager according to Henry Mintzberg are \_\_\_\_\_.
- A. interpersonal, informational, and decisional.
  - B. planning, organizing and leading.
  - C. top managers, middle managers, and lower managers.
  - D. interpersonal, informational, and decisional.
8. The manager of a shoe store makes sure that the staffs were informed on the new office policy to save energy. This is an example of which managerial role?
- A. Monitor
  - B. Disseminator
  - C. Disturbance handler
  - D. Negotiator
9. Motivating, leading and any other actions involved in dealing with people is the description of \_\_\_\_\_.
- A. leading.
  - B. organizing.

- C. controlling.
- D. planning.

10. Top-level managers establish overall goals and strategy refers to activity of \_\_\_\_\_.

- A. leading
- B. planning
- C. organizing
- D. controlling

11. Which of the following describe the meaning of informational roles correctly?

- A. A manager who is gathering and disseminating information to stakeholders of an organization.
- B. A manager who processing information and reaching conclusions.
- C. Managers who are responsible for managing the relationship with organizational members and society.
- D. None of these.

12. 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.

13. The most widely used tool for diagnosing the principle competitive pressures in a market is the \_\_\_\_\_.

- A. SWOT
- B. Competitor Profiling
- C. Five Forces
- D. Model Market analysis

14. A company's strategic plan \_\_\_\_\_

- A. maps out the company's history.
  - B. links the company's financial targets to control mechanisms.
  - C. outlines the competitive moves and approaches to be used in achieving the desired business result.
  - D. All of these.
15. Most companies begin the process of establishing organizational ethics programs by developing \_\_\_\_\_.
- A. codes of conduct
  - B. hidden agendas
  - C. ethics training programs
  - D. ethics enforcement mechanisms
16. Codes of conduct and codes of ethics are \_\_\_\_\_.
- A. formal statements that describe what an organization expects of its employees
  - B. becoming necessary only after a company has been in legal trouble
  - C. rarely become an effective component of the ethics and compliance program
  - D. designed for top executives and managers, not regular employees
17. Which is the FIRST step in the strategic Management process?
- A. Developing the goals and objectives.
  - B. Strategy formulation.
  - C. Developing the vision and mission.
  - D. Monitoring and evaluating strategies.
18. Which term describes the process of analyzing and identifying the needs and availability of HR required by an organization to meet its objectives?
- A. HR Planning
  - B. Human resource management
  - C. Strategic human resource management
  - D. Recruitment and Selection
19. Which of the following is the main objective of HR planning in the organization?

- A. To deliver the best possible services.
  - B. To have an accurate number of employees required, matching skill requirement to accomplish organizational goals.
  - C. To attract and retain talented staff.
  - D. To fulfill the many roles within the departments.
20. \_\_\_\_\_ consists of a small core of full-time employees and outside specialist temporarily hired as needed to work on projects.
- A. Matrix and project structures
  - B. Divisional structure
  - C. Virtual organization
  - D. Team structure
21. Well-stated objectives are \_\_\_\_\_
- A. quantifiable or measurable and contain deadlines for achievement.
  - B. directly related to the dividend payout ratio for stockholder returns.
  - C. clear, succinct, and concise so as to identify the company's risk and return options.
  - D. All of these.
22. The unbroken line of authority that extends from the top of the organization to the lowest echelon and clarifies who reports to whom is termed \_\_\_\_\_.
- A. chain of command
  - B. authority
  - C. span of control
  - D. unity of command
23. Functional departmentalization refers as grouping jobs based on territory or geography.
- A. True
  - B. False
24. In matrix structure, employees have two bosses.



- A. True
- B. False

25. Organizational culture \_\_\_\_\_.

- A. consist of values, beliefs, behaviors, paradigm (stories, rituals, power structures, symbols, control systems)
- B. fairly easy to copy and defines, what you do, when everyone sees
- C. is long term plan how to win, visible and changes fast
- D. is theory of competitive advantage

26. A mission statement includes identification of an organization's \_\_\_\_\_.

- A. strengths and weaknesses
- B. purpose and basic philosophy
- C. resources and strengths
- D. assets and resources

27. The management of a firm would benefit from having \_\_\_\_\_ in order to effectively handle various possible unexpected business conditions.

- A. contingency plans
- B. interpersonal plans
- C. strategic plans
- D. tactical management

28. This refers to the extent jobs are standardized and the degree to which employee behaviour is guided by rules and procedures.

- A. Work Specialization
- B. Departmentalization
- C. Span of Control
- D. Formalization

29. Michael is a type of manager who is concerned primarily with accomplishing goals and objectives and concentrates on the task itself. His behavioural style is called \_\_\_\_\_.
- A. authoritarian
  - B. democratic
  - C. task oriented
  - D. people oriented
30. Which of the following has been identified as a source of power in leadership?
- A. Reward
  - B. Punishment
  - C. Referent
  - D. All of these.
31. People interacting regularly and coordinating their work towards a common goal. This refers to \_\_\_\_\_.
- A. teamwork
  - B. hierarchy
  - C. individualism
  - D. goal setting
32. What is delegation?
- A. Passing down full responsibility to subordinates.
  - B. Giving authority to junior managers to do a particular task.
  - C. Ordering workers to do certain jobs.
  - D. Keeping full control with senior managers.
33. Which function of management deals with determines what extent the business is accomplishing goals set in the planning stage.
- A. Controlling
  - B. Leading
  - C. Planning
  - D. Organizing



34. Important principles that will guide decisions and actions in the company are known as \_\_\_\_\_.

- A. core values
- B. unethical
- C. Goals
- D. Objectives

35. Which of the following is not part of 14 principles of Management?

- A. Unity of direction.
- B. Subordination of group interest over individual interest.
- C. Authority and responsibility.
- D. Order.

36. Which function of management involves creating goals, objectives, and ways to achieve them?

- A. Planning
- B. Leading
- C. Monitoring
- D. Controlling

37. The process of attracting applicants qualified to occupy vacant positions is known as \_\_\_\_\_.

- A. recruitment
- B. selection
- C. placement
- D. retirement

38. Which of the following types of organizational structures is normally found in a smaller business with fewer employees?

- A. Employer-based structure
- B. Informal structure

- C. Formal structure
- D. None of these

39. In an organization that has high centralization \_\_\_\_\_

- A. the corporate headquarters is located centrally to branch offices.
- B. all top-level officials are located within the same geographic area.
- C. action can be taken more quickly to solve problems.
- D. top managers make all the decisions and lower-level managers merely carry out directions.

40. The primary characteristics of the \_\_\_\_\_ structure is that it breaks down departmental barriers and decentralizes decision making to the level of the work team.

- A. virtual
- B. team
- C. boundaryless
- D. organizational

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