



FINAL EXAMINATION

MAR-2022

COURSE TITLE	INTRODUCTION TO MANAGEMENT
COURSE CODE	FMGT0114
DATE/DAY	13 JUNE 2022 / MONDAY
TIME/DURATION	09:00 AM - 10:30 AM / 1.5 Hours

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 **13** Printed Pages including front page)

*****DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO*****

There are FORTY (40) questions in this examination paper. Each question carries 2.5 marks. Answer ALL questions.

(100 Marks)

1. Principles of management was contributed by _____.
 - A. Elon Musk
 - B. Larry Page
 - C. Henri Fayol
 - D. Immanuel Kant

2. Which of the following describe THREE (3) main categories of Mintzberg managerial roles?
 - A. Figurehead, leader and liaison
 - B. Entrepreneur, disturbance handler and negotiator
 - C. Monitor, disseminator and spokesman
 - D. Interpersonal, informational and decision making

3. A group of ethical behaviour guidelines that govern the day-to-day activities of a profession or organizations is called _____.
 - A. Code of behaviour
 - B. Code of responsibility
 - C. Code of communication
 - D. Code of ethics

4. The right to safety (protection from dangerous goods) and the right to be informed falls under which rights?
- A. Consumer rights
 - B. Community rights
 - C. Organization rights
 - D. Employee rights
5. Which of the following are the basic questions a vision statement answers?
- A. What is the best policy?
 - B. What do we want to become?
 - C. What are our challenges?
 - D. How much profit did we make last year?
6. In SWOT analysis, which elements are internal analysis?
- A. Opportunities and threats
 - B. Strength and weaknesses
 - C. Weaknesses and threats
 - D. Opportunities and strength
7. In the Value Chain model, outbound and inbound logistics are considered as _____.
- A. Unique activities
 - B. Social activities
 - C. Support activities
 - D. Primary activities

8. Which of the following are considered ecological elements of PESTEL analysis?

- A. Visa requirement and trading tariff
- B. Currency inflation and interest rate
- C. Age and gender
- D. Weather and climate

9. An advantage of flat organization structure is _____.

- A. Communication is quicker
- B. A narrow span of control
- C. More opportunities for promotion
- D. Work responsibilities are clear

10. Which structure of an organization has multiple reporting relationships characteristic?

- A. Division
- B. Function
- C. Matrix
- D. None of the answers

11. What type of power is manifested if the target person complies in order to avoid punishments he believes are controlled by the agent?

- A. Reward power
- B. Referent power
- C. Legitimate power
- D. Coercive power

12. According to Hersey and Blanchard's theory of situational leadership, the way to handle a highly competent and highly committed team is through _____.

- A. Directing
- B. Supporting
- C. Coaching
- D. Delegating

13. Strategic human resource management involves _____.

- A. Setting employment standards and policies
- B. Recruiting and training staffs
- C. Linking human resources with strategic objectives to improve performance
- D. All of the answers

14. What should be the strategy of HRM?

- A. Planning the optimum level of manpower
- B. Construct the long-term and short-term planning
- C. Introducing training programmes
- D. All of the answers

15. The management function that provides information needed to improve operations is _____.

- A. Organizing
- B. Planning
- C. Controlling
- D. Implementing

16. The first step in the management control system is to _____.
- A. Measure and report on marketing department
 - B. Provide rewards system
 - C. Specifying the organization's goals and objectives
 - D. Take corrective action
17. A person living in Singapore buys a product made in the United Kingdom is an example of _____.
- A. Host country
 - B. International business
 - C. Franchise business
 - D. Domestic business
18. All of the following are benefits of international business except _____.
- A. Expand business opportunities
 - B. Optimum utilization of resources
 - C. Explore into new technology
 - D. Decrease competition
19. Unity of Command and Unity of Direction are referring to _____.
- A. Principle of family management
 - B. Principle of management
 - C. Principle of relationship management
 - D. Principle of health management

20. Firefly Airlines needs to satisfy all staff by providing increment and bonus yearly in order to ensure that their staff are happy working with the airlines. This statement refers to _____.

- A. Remuneration
- B. Counselling session
- C. Authority and responsibility
- D. Staff rights

21. As stated in universal ethical standards, which of the following is an example of ethical behaviour?

- A. Cheating
- B. Lying
- C. Bribing
- D. Honesty

22. Producing high-quality products is an example of _____.

- A. Legal and unethical
- B. Legal and ethical
- C. Illegal and ethical
- D. Illegal and unethical



23. In the process of developing a vision and mission statement, it is important to involve _____.

- A. Board of directors only
- B. Upper-level management only
- C. Operation and marketing team
- D. As many managers as possible

24. "We want to achieve sales of RM 5 million in the Southern region of Malaysia at the end of 2022" is an example of _____.

- A. Business objectives
- B. Organization's vision and mission
- C. Organization's roadmap
- D. Personal target

25. The government created initiatives through financial support and training programs to help businesses to sustain during the pandemic. Based on the statement, which of the criteria listed below fits the SWOT analysis?

- A. Strengths
- B. Opportunities
- C. Weaknesses
- D. Threats

26. Service tax is an example of which PESTEL factor?
- A. Economical
 - B. Legal
 - C. Political
 - D. Social
27. The more the lower-level personnel provide input or given the discretion to make decisions, the more _____ there is within an organization.
- A. Authority and responsibilities
 - B. Work specialization
 - C. Decentralization
 - D. Chain of command
28. A company that has separate divisions for North America, Europe, and the Asia Pacific is practicing _____ departmentalization.
- A. Product
 - B. Functional
 - C. Customers
 - D. Geographical
29. Sabri and his team sat down to create goals for their first year of business. They then designed a plan to achieve those goals. Which function of management best describes this activity?
- A. Planning
 - B. Controlling
 - C. Organizing
 - D. Leading

30. Alice is the regional manager for a perfume retailer. She attends a ribbon cutting ceremony every time a new store opens for business. Which one of Mintzberg's managerial roles is she fulfilling?

- A. Liaison
- B. Figurehead
- C. Controller
- D. Helper

31. Which of the following is NOT a task of a Human Resource Manager?

- A. Performance appraisal
- B. Recruitment and selection
- C. Rewards and remuneration
- D. Digital marketing

32. What are the challenges of implementing Strategic Human Resource Management?

- I. Resistant to change
- II. Limited of time and resources
- III. Incompetency of top managers to execute the plan
- IV. Lack of cooperation from the bottom line

- A. I and III.
- B. II and IV.
- C. II, III and IV.
- D. All of the above

33. Which of the following is the correct order of steps in controlling?

- A. Establish standards, take corrective action and measure performance
- B. Establish standards, measure performance and take corrective action
- C. Determine the differences, measurement of performance and give rewards
- D. Compare performance, establish standards and take corrective action

34. _____ is a managerial activity aimed at bringing organizational mistakes that hinder organizations performance.

- A. Taking corrective action
- B. Establishing Vision
- C. Learning and developing
- D. Presenting

35. A product that we buy from another country is considered as _____.

- A. Import
- B. Export
- C. Trade barrier
- D. Joint venture

36. Which of the following is not the component of Globalization?

- A. Market
- B. Technology
- C. Production
- D. Weather and climate change

37. Negative factors that are beyond the control of the business are called as _____.

- A. Strength
- B. Opportunities
- C. Weaknesses
- D. Threats

38. Which of the following are not one of the examples of Strength?

- A. Suitable location
- B. Skilled employees
- C. Too many competitors
- D. Low operation cost

39. _____ is granted by virtue of one's position in the organization.

- A. Reward power
- B. Referent power
- C. Legitimate power
- D. Coercive power

40. Which function of management involves great communication and giving motivation to the employees?

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

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


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