

**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)

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. Which of the following statements is true with reference to principles of management?
  - A. The principles of management are yet to be evolved.
  - B. The principles of management are in the continuous process of evolution.
  - C. The principles of management have evolved.
  - D. None of these.
  
2. \_\_\_\_\_ defines how job tasks are formally divided, grouped, and coordinated.
  - A. Departmentalization
  - B. Work specialization
  - C. Organizational behavior
  - D. Organizational structure
  
3. Organizational structure has six key elements. Which of the following is not one of these elements?
  - A. Authority
  - B. Work specialization
  - C. Formalization
  - D. Departmentalization
  
4. The basis by which jobs are grouped together is termed \_\_\_\_\_.
  - A. departmentalization
  - B. bureaucracy
  - C. centralization
  - D. specialization
  
5. A tall organizational structure would be \_\_\_\_\_.
  - A. few levels in hierarchy + wide span of control
  - B. many levels in hierarchy + narrow span of control
  - C. few layers in hierarchy + narrow spans of control
  - D. many levels in hierarchy + wide spans of control

6. An advantage of flat organization structure is \_\_\_\_\_.
- A. work responsibilities are clear
  - B. communication is quicker
  - C. there are more opportunities for promotion
  - D. there is a narrow span of control
7. A hierarchical organization is one that has \_\_\_\_\_.
- A. a large number of employees
  - B. a high number of layers of management
  - C. few managers
  - D. few layers of management
8. The large number of subordinates reporting to a manager is called as \_\_\_\_\_.
- A. chain of command
  - B. hierarchy
  - C. span of control
  - D. workforce role
9. Multiple reporting relationships is a characteristic of which organization structure?
- A. Division
  - B. Matrix
  - C. Function
  - D. None of these.
10. Work specialization is the same as \_\_\_\_\_.
- A. job grouping
  - B. departmentalization
  - C. decentralization
  - D. division of labor
11. To be successful, an organisation must change itself and its goals according to the needs of the environment. Which characteristic of management is highlighted in this statement?

- A. Intangible
  - B. Group activity
  - C. Dynamic
  - D. Pervasive
12. Name the function of management which is concerned with monitoring organisational performance towards the attainment of organisational goals.
- A. Controlling
  - B. Planning
  - C. Organising
  - D. Delegating
13. Why is Controlling considered as a pervasive function?
- A. It is a forward-looking function.
  - B. It is related with planning.
  - C. It is performed at all levels within an organization.
  - D. It has quantitative standards.
14. Which of the following is the correct order of steps in controlling?
- A. Measure performance, establish standards, and take correction action.
  - B. Establish standards, take corrective action, and measure performance.
  - C. Establish standards, measure performance, and take corrective action.
  - D. None of these.
15. Which function of management involves figuring out what needs to be done, set goals, and make decisions?
- A. Controlling
  - B. Planning
  - C. Organizing
  - D. Leading
16. What is a simple definition of ethics?
- A. A set of principles that contains behavioral codes to determine what is right or wrong.
  - B. Manifesting high principles for proper conduct.
  - C. Strong moral principles in daily life.
  - D. Something or of having control over someone

17. Vision \_\_\_\_\_.

- A. determines your priorities, and, deep down roots, they're the guidelines you use to make decisions
- B. describes the desired future position of the company
- C. defines the company's business, its objectives, and its approach to reach those objectives
- D. is an observable behavior that indicates the presence of a particular value

18. Mission \_\_\_\_\_.

- A. defines the company's business, its objectives, and its approach to reach those objectives
- B. is an observable behavior that indicates the presence of a particular value
- C. describes the desired future position of the company
- D. determine your priorities, and, deep down roots, they're the guidelines you use to make decisions

19. Business strategy is defined as a company's plan to gain, and \_\_\_\_\_, competitive advantage in the marketplace.

- A. start
- B. sustain
- C. regain
- D. plan

20. Who identified five forces that shape profit-making potential of the average firm in an industry?

- A. Mark Benioff
- B. Steve Jobs
- C. Jeff Dyer
- D. Michael Porter

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

- A. links the company's financial targets to control mechanisms

- B. maps out the company's history
- C. outlines the competitive moves and approaches to be used in achieving the desired business results
- D. All of these.

22. What does the "S" stand for in PESTEL?

- A. Systematic
- B. Social
- C. Short – term
- D. Subsidiary

23. Which of the following is not a characteristic of strategic management that makes it different from other types of management?

- A. It has an external focus.
- B. It has an internal focus.
- C. It concerns the present direction of the organization.
- D. It is interdisciplinary.

24. Competitive advantage can best be described as \_\_\_\_\_.

- A. a strength of the organization
- B. what sets an organization apart
- C. intangible resources
- D. increased efficiency

25. Major changes have occurred in most businesses setting up their internal management structures including more and more companies adopting a 'flatter' and more decentralized structure where decisions are taken elsewhere than at the head office. The question is why did this change happen?

- A. Multinational organizations find that taking decisions centrally means they are not taking local or regional factors into account.
- B. Employees are becoming better qualified and more knowledgeable – they do not want to work in formal hierarchies.
- C. Communication systems are becoming more mobile and instantaneous, allowing workers to work in teams much more effectively.
- D. All the answers are correct.

26. The organizational structure that creates project teams that cross traditional functional departments is referred to:
- A. Circular Structure
  - B. Flat Structure
  - C. Matrix structure
  - D. Organizational structure
27. Which of the following is false about activities involved in HR planning?
- A. Comparing requirement and availability.
  - B. Evaluate the implantation of strategies.
  - C. Improving organizational competitiveness.
  - D. Forecasting human resources requirement.
28. The following is concerned with developing a pool of candidates in line with the human resources plan.
- A. Development
  - B. Recruitment
  - C. Training
  - D. All of these.
29. \_\_\_\_\_ is the process of choosing the most suitable candidate for the vacant position in the organisation.
- A. Selection
  - B. Training
  - C. Performance Appraisal
  - D. Recruitment
30. \_\_\_\_\_ is a training that gives employees the opportunity to experience other tasks that require the same skills.
- A. Total quality management
  - B. Coaching
  - C. Job rotation
  - D. Mentoring
31. What is international business?

- A. International business refers to the trade of goods, services, technology, capital and/or knowledge across national borders and at a global or transnational scale.
- B. International business refers to privately owned corporations, partnerships, or sole proprietorships that have fewer employees and/or less annual revenue than a regular-sized business or corporation.
- C. International business refers to a company has economic transactions that are done within the country's geographical limits.
- D. International business refers to businesses that maintain revenues, assets, or several employees below a certain threshold.
32. Purchasing the right to use a company's name or business' process in a specific way such as McDonald's, Burger King, KFC, and Pizza Hut is known as \_\_\_\_\_.
- A. infrastructure
- B. franchising
- C. joint venture
- D. licensing
33. Stopping the export and import of a product is known as?
- A. Quota
- B. Tariff
- C. Embargo
- D. Deal
34. A person who acts as a facilitator and assumes responsibility for the management to facilitate a business transformation process is known as \_\_\_\_\_.
- A. change agent
- B. facilitator
- C. change management
- D. consultant
35. An attempt to change the organisational culture of a business will be particularly difficult where \_\_\_\_\_.
- A. the employees of the business are used to, and embrace change
- B. employees feel empowered and motivated in their work
- C. the influence of the founder remains strong
- D. the business has a low and declining market share



36. One of the main reasons why the introduction of greater use of automation by a manufacturing business might encounter resistance from employees would be \_\_\_\_\_.
- A. employees interest caused by higher job insecurity
  - B. competitors are likely to respond with a similar change
  - C. higher equipment maintenance costs
  - D. risk of higher labour productivity and efficiency
37. Which one of these statements was often used to describe managers vs. leaders?
- A. The manager propagates, and the leader innovates.
  - B. The manager innovates, and the leader administers.
  - C. The manager innovates, and the leader renovates.
  - D. The manager administers, and the leader innovates.
38. The Trait Theories of Leadership assume that individuals are \_\_\_\_\_.
- A. born to be alive
  - B. born to be wild
  - C. bored to lead
  - D. born to lead
39. In terms of the Managerial Grid, what is "country club management"?
- A. A manager with a high concern for people and low concern for production.
  - B. Managing a country's clubs.
  - C. A manager with high concern on production, zero concern for employees' satisfaction.
  - D. None of these.
40. According to Hersey and Blanchards theory of situational leadership, the way to handle a high competent and high committed team is by \_\_\_\_\_.
- A. delegating
  - B. directing
  - C. coaching
  - D. supporting

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

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