

## FINAL EXAMINATION MAR-2022

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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

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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 13 Printed Pages including front page)

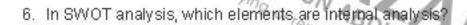
## There are FORTY (40) questions in this examination paper. Each question carries 2.5 marks. Answer ALL questions.

(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 manageria roles?
	A. Figurehead/leader and liaison
	D. Entropropour dicturbance bandlar and populations
	C. Monitor disseminator and englesman
	D. Interpercental informational and decision molecular
	D. Mileipersonal, informational and decision making
	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 i	informed
	falls	under w	hich rig	ghts?							

- 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?



- 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

B. Referent power

C. Legitimate powerD. Coercive power

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  One of the control of the cont
10	Which structure of an organization has multiple reporting relationships characteristic?  A. Division  B. Function  C. Matrix
	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

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
S. Orreps ABDIII
A. Planning the optimum level of manpower
A. Planning the optimum level of manpower     B. Construct the long-term and short-term planning     C. Introducing training programmes
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

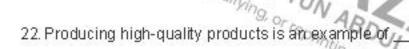
16. The first step in the management control system is to

D. Principle of health management

A. Measure	and report on marketing department
B. Provide i	ewards system
C. Specifyir	g the organization's goals and objectives
D. Take cor	rective action
17.A person li example of	ving in Singapore buys a product made in the United Kingdom is ar
A. Host cou	intry
B. Internation	onal business
C. Franchis	e business
D. Domesti	COPYING
18. All of the fol	owing are benefits of international business except  business opportunities  outilization of resources  nto new technology
A. Expand	ousiness opportunities
B. Optimum	utilization of resources
C. Explore i	nto new technology
D. Decreas	e competition
19. Unity of Cor	nmand and Unity of Direction are referring to
A. Principle	of family management
B. Principle	of management
C. Principle	of relationship management

20. Firefly	Airlines	needs	to s	atisfy	all	staff by	providin	g incr	emer	t and	bonus	yearly	in
order 1	to ensu	re that	their	staff	are	happy	working	with:	the ai	rlines.	This	statem	ent
refersi	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 Copying modify



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

D. Threats

23.1	In the process of developing a vision and miss	sion statement, it is important to involve
-	<del></del>	
P	A. Board of directors only	
Е	B. Upper-level management only	
C	C. Operation and marketing team	
	D. As many managers as possible	
	"We want to achieve sales of RM 5 million in t end of 2022" is an example of	the Southern region of Malaysia at the
P	A. Business objectives	
Е	B. Organization's vision and mission	
C	C. Organization's roadmap	
C	C. Organization's roadmap  D. Personal target  Copying modified	>.
25. T ł t	The government created initiatives through fine help businesses to sustain during the pander the criteria listed below fits the SWOT analysis  A. Strengths	ancial support and training programs to nic. Based on the statement, which of ?
- 63		not permiss
P	A. Strengths	"ted
E	B. Opportunities	
C	C. Weaknesses	

A. Economical

26. Service tax is an example of which PESTEL factor?

В.	Legal
C.	Political
D.	Social
	e more the lower-level personnel provide input or given the discretion to make cisions, the more there is within an organization.
Α.	Authority and responsibilities
В.	Work specialization
C.	Decentralization
	Chain of command  Company that has separate divisions for North America, Europe, and the Asia
28.A (	company that has separate divisions for North America, Europe, and the Asia
Pa	company that has separate divisions for North America, Europe, and the Asia cific is practicing
Α.	Product Product
В.	Functional
C.	Customers
D.	Geographical
des	bri and his team sat down to create goals for their first year of business. They then signed a plan to achieve those goals. Which function of management best scribes this activity?
Α.	Planning
В.	Controlling
C.	Organizing
D.	Leading

30.	Alice	is the	he regi	onal	ma	nager	for a	a perfur	ne	retailer.	She	atten	ds a	ribbo	n cutting
	cerer	nony	every	time	a	new	store	opens	for	busine:	ss. V	<b>Vhich</b>	one	of Mir	ntzberg's
	mana	qeri	al roles	issh	e fu	ılfillind	1?								

- 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?

- Resistant to change
- II. Limited of time and resources
- III. Incompetency of top mangers 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	t order of step	s in controllina?
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- 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 orgai	nizatio	ns performa	nce.						

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



- 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.	Nε	egative fa	actors 	that	are	beyond	the	control	of	the	busines	s are	called	as
	Α.	Strength	C.											
	Β.	Opportu	nities											
	Ċ.	Weakne	sses											
	D.	Threats												
38.	W	hich of the	e follov	/ing a	re no	ot one of	the e	xample:	s of 9	Strer	igth?			
	Α.	Suitable	locatio	n	-									
	Β.	Skilled e	mploy	ees	D .									
	C.	Too man	y com	etitor	s	11 -								
	D.	Too man Low ope	ration(	ing m	ER	SITIT	9	4 :	>					
39.			_is gra	inted l	by vi	rtue of g	nes (	osition i	n the	e org	anization	1.		
	Α.	Reward	power				11//	S. is not	P.	12/	4			
		Referent	power	Si .					40	Vitte C	/			
		Legitima	te pow	er							*6			
	D.	Coercive	powe	r										
		hich funct the emplo			agem	nent invo	olves i	great co	mmı	unica	tion and	giving	motiva	tion
	Α.	Planning	1											
	В.	Controlli	ng											
	C.	Organizi	ng											
	D.	Leading												

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

