



FINAL EXAMINATION
MARCH 2023

COURSE TITLE	INTRODUCTION TO MANAGEMENT
COURSE CODE	FMGT0114
DATE/DAY	12 JUNE 2023 / MONDAY
TIME/DURATION	02:30 PM - 05:30 PM / 03 Hour(s) 00 Minute(s)

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 9 Printed Pages including front page)

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There are TWO (2) sections in this paper. Answer ALL questions in the answer booklet provided. [100 MARKS]

SECTION A

(40 Marks)

There are FORTY (40) questions in this part. Answer ALL questions in the OMR paper.

1. _____ to be paid to the workers should be fair, reasonable, satisfactory & rewarding of the efforts.
 - A. Equity
 - B. Remuneration
 - C. Order
 - D. Stability of tenure

2. Companies like Tobacco will generally take position to do everything legally including warning and limit but nothing more than that. This is _____.
 - A. defensive stance
 - B. obstructive stance
 - C. accommodation stance
 - D. proactive stance

3. "A realistic and attainable goal". Which SMART criteria is related to this statement?
 - A. Specific
 - B. Measurable
 - C. Time bound
 - D. Achievable

4. _____ is an outcome statement that define what an organization is trying to accomplish, both programmatically and organizationally.
 - A. Vision
 - B. Mission
 - C. Goals
 - D. Objectives

5. What is the definition of Esprit De' Corps?
 - A. Mutual understanding and harmony in work groups
 - B. Which subordinates are involved in decision making
 - C. Sincerity, obedience, respect of authority and observance
 - D. People engaged in same kind of business or activities

6. "Follow the example, provide correct benefits to employees, and produce high-quality products and services". These are the criteria of _____.
- A. Legal and ethical
 - B. Illegal and unethical
 - C. Legal and unethical
 - D. Illegal and ethical
7. Management consists of information, societies, techniques and _____.
- A. environment
 - B. strategy
 - C. executives
 - D. company
8. Yoon, a bank manager, has been secretly transferring small amounts of money from each depositor's account into his own account using the bank infrastructure without the consent of the depositor. This practice is an example of _____.
- A. legal and ethical
 - B. illegal but ethical
 - C. legal but unethical
 - D. illegal and unethical
9. Right of superior to get exact information from the lower position worker. This is a definition of _____.
- A. authority and responsibility
 - B. scalar chain
 - C. division of labour
 - D. fair stewardship and full disclosure
10. Problem solving skills are a _____.
- A. leadership skill
 - B. human skill
 - C. design skill
 - D. technical skill
11. Which of the following is the correct level of management?
- A. CEO, CFO, foreman, operator, leader
 - B. General manager, executive, finance manager
 - C. Executive, assistant supervisor, direct labour
 - D. Acting marketing manager, finance manager, acting president, direct labour

12. "Concrete criteria for measuring progress". This is the definition of _____.
- A. specific
 - B. measurable
 - C. generic
 - D. authentic
13. _____ is/are a responsibility for businesses that are socially responsible in dealing with treating employees fairly, make them as part of the team and respect their dignity and basic human needs.
- A. Environment
 - B. Investors
 - C. Customers
 - D. Workers
14. P-O-L-C framework is stand for _____.
- A. progressing, organizing, leadership, challenging
 - B. planning, organizing, leading, cooperation
 - C. planting, organizing, leadership, conferencing
 - D. planning, organizing, leading, controlling
15. Mission and vision are under _____ framework.
- A. planning
 - B. leadership
 - C. organizing
 - D. controlling
16. What are the elements of internal SWOT analysis?
- A. Strength & Weaknesses
 - B. Strength & Opportunity
 - C. Weaknesses & Threats
 - D. Opportunities and Threats
17. "The action of the business rather than donations of money and time". This is suitable for _____.
- A. VRIO
 - B. corporate responsibility
 - C. value chain
 - D. responsibility to environment

18. Selling a pack of cigarettes to a 20-year-old customer. This is _____.
- A. unethical, illegal
 - B. ethical, legal
 - C. unethical, legal
 - D. ethical, illegal
19. "Electric vehicle owners are exempted from paying road tax until December 2023". Which segment of PESTEL analysis does the statement relate to?
- A. Legal
 - B. Social
 - C. Political
 - D. Economics
20. The ability to exchange ideas and information effectively is a _____.
- A. communication skill
 - B. leadership skill
 - C. digital skill
 - D. interpersonal skill
21. What is the term of the number of subordinates that report directly to a manager?
- A. Span of control
 - B. Organization change
 - C. Hierarchy of authority
 - D. Decentralized decision making
22. Which of the following is **NOT** among the reasons why employees resist change?
- A. Change in salary or benefits
 - B. Anxiety in learning new things
 - C. Uncertainty on outcome of change
 - D. Employees will receive more support
23. Which of the following is **NOT** the identification for charismatic leadership?
- A. Often risk-averse
 - B. Sensitive to their surroundings
 - C. Gather followers through charm and personality
 - D. Excellent at articulating vision to others

24. Which of the following is the definition of building block VRIO?
- A. Value, replace, imitate, organize
 - B. Value, rarity, inimitability, organization
 - C. Value, replace, identify, organization
 - D. Value, rarity, identify, organize
25. The following are the theories of leadership, **EXCEPT** _____.
- A. great man theories
 - B. trait theories
 - C. influence theories
 - D. followers' theories
26. What is the first step for the basic control process?
- A. Set standard
 - B. Measure performance
 - C. Compare performance
 - D. Determine the differences
27. Which of the following is **NOT** a component of globalization?
- A. Globalization of market
 - B. Globalization of political
 - C. Globalization of investment
 - D. Globalization of technology
28. Strategic human resource differs from traditional human resource by being _____.
- A. ritualistic and reactive
 - B. pessimistic and reactive
 - C. persuasive and arrogant
 - D. proactive and business-oriented result
29. The effect of globalization includes the following **EXCEPT** _____.
- A. changes of food supply
 - B. division of labour
 - C. safe for environment
 - D. less job security
30. Which of the following is **NOT** the aim of strategic human resource management (SHRM)?
- A. To achieve integration
 - B. To give sense of direction
 - C. To provide emotional support
 - D. To develop strategic competencies

31. The definition of _____ is to which firm's policies, procedures, job descriptions and rules are written and explicitly articulated.
- A. decentralization
 - B. centralization
 - C. hierarchy level
 - D. formalization
32. Which of the following is an example of franchising?
- A. Use Mickey Mouse on other products
 - B. McDonald's
 - C. Microsoft Office
 - D. Disney T-shirt by UNIQLO
33. Adequate control requires the following **EXCEPT** _____.
- A. control should be flexible
 - B. control should not be objective
 - C. control should lead to corrective actions
 - D. control should be tailored to plans and position
34. Which of the following is **NOT** Porter's five forces?
- A. Politics
 - B. Rivalry
 - C. Supplier power
 - D. Substitution
35. The importance of a good control system includes:
- I. Improves efficiency
 - II. Increases employee loyalty
 - III. Ensures order and discipline
 - IV. Improves employees' working hours
- A. I and II
 - B. I and III
 - C. II and IV
 - D. III and IV
36. 'A business arrangement in which one company gives another company permission to manufacture its product for a specified payment'. This statement refers to _____.
- A. import
 - B. export
 - C. licensing
 - D. foreign direct investment

37. 'Leaders can analyse their situation and tailor their behaviour to improve leadership effectiveness'. This is _____.
- A. influence theory
 - B. follower theory
 - C. contingency theory
 - D. traits theory
38. _____ is a term for strategic human resource management (SHRM) to have long-term orientation.
- A. Goal-setting
 - B. Large scale operations
 - C. Long-term focus
 - D. Interrelated with business strategies
39. Which of the following are the factors for organization change?
- I. Innovation
 - II. Rapid developments
 - III. Performing poorly
 - IV. Level of hierarchy
- A. I and II
 - B. II and III
 - C. III and IV
 - D. I, II and III
40. The following are the components for PESTEL analysis, **EXCEPT** _____.
- I. political
 - II. suppliers
 - III. environmental
 - IV. threats
- A. I and III
 - B. I and IV
 - C. II and III
 - D. II and IV

SECTION B

(60 Marks)

There are **THREE (3)** questions in this part. Answer **ALL** questions in the answer booklet.

QUESTION 1

(20 Marks)

Strategic Human Resource Management (SHRM) is the practice of attracting, developing, rewarding and retaining employees for the benefits of the employees for both, as individuals and organization as a whole.

- a) Explain **FIVE (5)** Ps model of SHRM. (10 marks)
- b) Discuss **FIVE (5)** benefits of SHRM. (10 marks)

QUESTION 2

(20 Marks)

International business can be defined as the organization that buys or sells goods and services across two or more national boundaries, even if the management is located in a single country.

- a) Discuss **TWO (2)** types of international business. (10 marks)
- b) Elaborate the components of globalization. (10 marks)

QUESTION 3

(20 Marks)

Organizational structure is a formal system of task and reporting relationship that motivates organizational members to achieve organizational goals.

- a) Briefly explain hierarchical level and departmentalization for the building blocks of structure. (12 marks)
- b) Discuss **TWO (2)** factors affecting organizational structure. (8 marks)

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