



FINAL EXAMINATION
MARCH 2024

COURSE TITLE	INTRODUCTION TO MANAGEMENT
COURSE CODE	RMGT1113
DATE/DAY	20 JUNE 2024 / THURSDAY
TIME/DURATION	02:00 PM - 04:00 PM / 02 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 6 Printed Pages including front page)

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This question paper consists of TWO (2) sections. Answer ALL questions in the answer booklet provided. [50 MARKS]

SECTION A

(20 Marks)

There are TWENTY (20) questions in this section. Answer ALL questions in the answer booklet..

1. Wasting resources is considered to be an example of _____.
 - A. inefficacy
 - B. ineffableness
 - C. inefficiency
 - D. ineffectiveness

2. Max is planning to go away to college next year and is currently trying to figure out to which colleges he should apply. He would like to major in English Literature at an accredited liberal arts college, but is also looking for a university that offers financial aid. In terms of the decision-making process, these represent Max's _____.
 - A. problems
 - B. alternatives
 - C. decision criteria
 - D. heuristics

3. Martha is concerned with the degree to which managers focus on results rather than the techniques and processes used to achieve those results. In other words, Martha is concerned that the company will emphasize _____ over other dimensions of the organizational culture.
 - A. integrity
 - B. adaptability
 - C. attention to detail
 - D. outcome orientation

4. Which of the following is a feature of a multidomestic corporation?
 - A. All decisions are made in the home country.
 - B. Reflects an ethnocentric attitude.
 - C. Eliminates artificial geographic borders.
 - D. Has a decentralized management.

5. Unlike the United States, the change from one regime to another in foreign countries can be less than peaceful. Differences in the _____ environment can lead to uncertainty and risk for global managers.
 - A. economic
 - B. cultural
 - C. political/legal



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- D. demographic
6. Despite reassurances from R&D's internal testing lab, Stephen believes the new material for climbing ropes should not be used in their manufacture until it has been certified by an independent lab. It would appear that Stephen has _____.
- A. high ego strength
 - B. weak ego strength
 - C. internal locus of control
 - D. external locus of control
7. Williamson is the owner of a small company that sells corporate gifts through an online store. Business has slowed down in recent months and he realizes that the organization must move in a different direction if it is to survive. He has reset some of the company's overall goals and wants to develop a plan to achieve those goals. He is anticipating the business environment to be volatile for the next few years. Considering the above information, it can be determined that his plan must be _____, _____, and _____.
- A. operational; directional; rigid
 - B. informal; unwritten; flexible
 - C. strategic; general; rigid
 - D. strategic; directional; flexible
8. When one gas station lowers its price a penny, the station on the other corner of the intersection lowers its price, followed by the gas stations on the next block, and so on, until nearly every gas station in town has lowered its prices. This situation illustrates _____.
- A. intense rivalry among competitors
 - B. a differentiation strategy
 - C. the threat of substitutes
 - D. a cost leadership strategy
9. As smartphone cameras improved, consumers turned away from traditional cameras. Polaroid lost market share and finally realized their product was no longer desired. At that point, Polaroid would be considered a _____ in the BCG matrix.
- A. question mark
 - B. dog
 - C. cash cow
 - D. star



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10. Wilson is offered a chance to help direct the efforts of some employees assigned to his work group. This is a chance for Wilson to experience _____.
- A. responsibility
 - B. leadership
 - C. command
 - D. authority
11. What kind of departmentalization would be in place in a government organization where different public service responsibilities are divided into activities for employees, children, and the disabled?
- A. product departmentalization
 - B. geographic departmentalization
 - C. process departmentalization
 - D. customer departmentalization
12. An organization brings together members from various departments such as marketing, accounting, human resources, and finance to form a team. This is an example of a _____ team.
- A. cross-functional
 - B. problem-solving
 - C. self-managed
 - D. functional
13. Samantha is a single mom and the administrative assistant for the marketing department. Her son's soccer games begin right after school so Samantha often has to choose between supporting her son at his games and working. Samantha is experiencing a role _____.
- A. overload
 - B. ambiguity
 - C. conflict
 - D. clarity
14. It became clear that both Cathy and Simon felt they should lead the group. Other group members began aligning themselves with one or the other. This group is in the _____ stage.
- A. forming
 - B. norming
 - C. storming
 - D. performing



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15. Cross-functional teams rely heavily on _____ communication, which can be problematic if their managers are not kept informed about the decisions.
- A. diagonal
 - B. upward
 - C. vertical
 - D. lateral
16. Anne prefers one-page memos with only the main points of the issue. As a manager, she has limited amounts of time to read about internal problems. So when she prepares memos for her boss, she provides a brief outline of the situation to spare her boss the agony of having to read the boring details. Anne has succumbed to _____.
- A. the liking effect
 - B. assumed similarity
 - C. the halo effect
 - D. stereotyping
17. Sarah, the floor supervisor, seems to be a different person depending on whom she is with and what the situation demands. She has the ability to adjust her behavior as and when required. This indicates that she _____.
- A. has low self-esteem
 - B. is low on Machiavellianism
 - C. has a high need for affiliation
 - D. is high in self-monitoring
18. Bob is a social butterfly. He often leaves his workstation to chat with coworkers. He volunteers for every problem-solving team and enjoys planning the annual summer employee picnic. Bob has a _____.
- A. low need for safety
 - B. high need for esteem
 - C. low need for power
 - D. high need for affiliation
19. Joe watches his youngest employees like a mother hen to make sure they stay on task and off their cell phones. Joe is behaving like a _____ manager.
- A. Theory X
 - B. Theory Y
 - C. Theory Z
 - D. Two-factor



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20. Connie sees her role as someone who provides direction and resources for her team then gets out of their way and lets them do their work however, they think best. Connie uses the _____ style of leadership.
- A. autocratic
 - B. participative
 - C. facilitative
 - D. laissez-faire

SECTION B

(30 Marks)

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

QUESTION 1

(10 Marks)

- a) Differentiate between transactional and transformational leaders. (5 marks)
- b) Explain the difference between Machiavellianism and Self-Monitoring. (5 marks)

QUESTION 2

(10 Marks)

List and discuss the **FIVE (5)** stages of group development.

QUESTION 3

(10 Marks)

Describe and explain the **FOUR (4)** different directions of communication flow within an organization.

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



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