



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : PRINCIPLE OF MANAGEMENT
COURSE CODE : DHM1053
EXAMINATION : JUNE 2023
DURATION : 3 HOURS

INSTRUCTION TO CANDIDATES

1. This question paper consists of **THREE (3) parts**:
PART A (20 Marks)
PART B (60 Marks)
PART C (20 Marks)
2. Candidates are not allowed to bring any material to examination room except with the permission from the invigilator.
3. Please check to make sure that this examination pack consist of:
 - i. The Question Paper
 - ii. An Objective Answer Paper
 - iii. An Answering Booklet

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This examination paper consists of 10 printed pages including front page

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PART A

This part contains of **TWENTY (20)** questions.

Answer ALL in Objective Answer Paper.

1. Operational control is performed by a _____.
 - A supervisor
 - B top manager
 - C middle manager
 - D first level manager

2. _____ is a nonverbal communication that shows the beginning and end of conversation, express emotions, and monitor feedback between people when communicating.
 - A Smiling
 - B Eye contact
 - C Body movement
 - D Facial expression

3. _____ is the ability of the manager to reward the subordinate for obeying orders.
 - A Reward power
 - B Promise power
 - C Coercive power
 - D Legitimate power

4. Statistically describing the population in terms of age, gender, education, income and occupation is referred to as _____.
 - A category
 - B marketing
 - C population
 - D demographic

5. Which of the following is not a barrier to communication?
- A Personal barrier.
 - B Location barrier.
 - C Physical barrier.
 - D Semantic barrier.
6. A group of people who work together to achieve some specific purpose is called as _____.
- A team
 - B manager
 - C employee
 - D organization
7. There are three types of communications, except
- A vertical
 - B internal
 - C external
 - D horizontal
8. Manager of theory X view the employees in term of the following characteristic which is their _____.
- A irresponsibility
 - B willingness to work
 - C capability to self-control
 - D capability to directing themselves
9. Which of the following is not a type of control?
- A Screening control.
 - B Pre-action control.
 - C Statustical control.
 - D Post-action control.

10. The rational model of decision making is stated below, **EXCEPT**
- A continuous process.
 - B involves in series of steps.
 - C it will enhance decision making process.
 - D bring disaster to internal and external function.
11. _____ is to assure that actual activities conform to planned activities and follow according to plan?
- A controlling.
 - B connecting.
 - C commanding.
 - D communicating.
12. In a work setting _____ is what makes people want and energize at the workplace.
- A leadership
 - B grapevine
 - C motivation
 - D communication
13. _____ refers to a capacity that A has to influence the behaviour of B so that B does something he or she would not otherwise do.
- A Push
 - B Force
 - C Power
 - D Reflect
14. When analysing the "W" in SWOT analysis, what might a manager be assessing?
- A Competitor action.
 - B Governmental action.
 - C High turnover employee.
 - D Good financial resource of the firm.

15. _____ is a set of moral principles or value that defines right and wrong for a person or group.
- A Ethics
 - B Empathy
 - C Discipline
 - D Humanity
16. Below are single use of planning **EXCEPT**
- A Budget
 - B Project
 - C Program
 - D Seminar
17. Which of the following is not the step in the communication process?
- A A medium is selected.
 - B Sender encodes the message.
 - C Message is transmitted through a medium.
 - D Receiver expresses reaction or feedback through a medium.
18. The standard of right and wrong that influence behaviour is known as _____.
- A ethic
 - B moral
 - C value system
 - D ethical behaviour
19. Which of the following is not a barrier to communication?
- A Physical barrier.
 - B Location barrier.
 - C Personal barrier.
 - D Semantic barrier.

20. How many processes are there in a decision making process?

- A 3
- B 4
- C 5
- D 6

[20 MARKS]

PART B

This part contains of **FIFTEEN (15)** questions.

Answer ALL questions in Answer Booklet.

QUESTION 1

Interpret **four (4)** importance of an organization.

(4 marks)

QUESTION 2

Discuss **five (5)** characteristics of Theory Y.

(5 marks)

QUESTION 3

Direct **five (5)** examples of work place violence.

(5 marks)

QUESTION 4

Discuss **two (2)** forms of single use plan and **two (2)** forms of standing plan.

(4 marks)

QUESTION 5

Classify **three (3)** levels of management.

(3 marks)

QUESTION 6

Discover five (5) tips for overcoming the barriers to communication.

(5 marks)

QUESTION 7

Indicate three (3) types of channel of communication.

(3 marks)

QUESTION 8

Give four (4) common source of information for measuring performance.

(4 marks)

QUESTION 9

Classify five (5) style of leader task oriented.

(5 marks)

QUESTION 10

Distinguish four (4) advantages of division of work.

(4 marks)

QUESTION 11

Clarify span of management.

(2 marks)

QUESTION 12

Justify four (4) decision making process.

(4 marks)

QUESTION 13

Illustrate five (5) bases of departmentalization.

(5 marks)

QUESTION 14

Explain four (4) disadvantages division of work.

(4 marks)

QUESTION 15

Manage three (3) characteristic of employee orientation?

(3 marks)

[60 MARKS]

PART C

This part contains **TWO (2)** questions.

Answer ALL questions in Answer Booklet.

QUESTION 1

Management is being practiced everywhere, in organizations as well as at home. Management is a process that contains several functions.

- a. Demonstrate who is a manager?

(2 marks)

- b. Discover **four (4)** management functions.

(8 marks)

QUESTION 2

Even though decision making is a principles task of management, it never stands alone. It is a process which affects all the manager's operating functions. The key to have successful decision making depends on the proper formulation of the specific problem at hand.

- a. Construct meaning of decision making.

(2 mark)

- b. Prepare **four (4)** benefits of group decision making with an example.

(8 mark)

[20 MARKS]

END OF QUESTION PAPER

