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**KOLEJ YAYASAN PELAJARAN JOHOR  
ONLINE FINAL EXAMINATION**

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**COURSE NAME : FUNDAMENTAL OF MANAGEMENT**  
**COURSE CODE : MGT1013**  
**EXAMINATION : DECEMBER 2021**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This question paper consists of **TWO (2)** parts :  
PART A (40 Marks)  
PART B (60 Marks)
2. Please refer to the detailed instructions in this question paper.
3. Answer ALL questions in the answer sheet which is A4 size paper (or other paper with the consent of the relevant lecturer).
4. Write your details as follows in the upper left corner for each answer sheet:
  - i. Student Full Name
  - ii. Identification Card (I/C) No.
  - iii. Class Section
  - iv. Course Code
  - v. Course Name
  - vi. Lecturer Name
5. Each answer sheet must have a page number written at the bottom right corner.
6. Answers should be **neat and clear in handwritten form**.

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**DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO**

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*This examination paper consists of **9** printed pages including front page*

**PART A**

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

Answer ALL in Answer Sheet.

1. What is the definition of management?
  - A A group of individuals who work together towards a goal to maximize shareholder's wealth.
  - B A group of individuals who work together towards a common goal or to accomplish some specific purpose.
  - C The process of administering and coordinating resources effectively, efficiently and to achieve the goals of the organisation.
  - D The process that includes motivating subordinates, directing others, selecting the most effective communication channels and resolving conflicts.
  
2. What are the **three (3)** informational roles of managers?
  - A Figurehead, leader and liaison.
  - B Director, coordinator, disseminator.
  - C Spokesperson, monitor, disseminator.
  - D Communicator, organiser, spokesperson
  
3. Which one of the following is **NOT** recognized as the key skill of management?
  - A Human skills.
  - B Writing skills.
  - C Technical skills.
  - D Conceptual skills.
  
4. At what organizational level does a Chief Executive Officer operate?
  - A Top.
  - B Middle.
  - C Functional.
  - D Operational.

5. Select the period of Classical Management theories begin and end.
- A 1800 -1900.
  - B 1920 – 1950.
  - C 1980 till now.
  - D none of the above.
6. Which of the following data is being used in Information Management System?
- A Past data.
  - B Raw data.
  - C Economic data.
  - D Planning data.
7. \_\_\_\_\_ school of thought has developed on the idea that there is no single best method to find solutions to managerial problems
- A Empirical.
  - B Operational.
  - C Contingency.
  - D System approach
8. The top management works on which of the following?
- A Budgeting.
  - B Strategic plan.
  - C Corporate plan.
  - D Production plan.
9. What is the first and foremost function of management?
- A Planning.
  - B Organizing.
  - C Controlling.
  - D coordination.

10. Which of the following is **FALSE** regarding the uses of SWOT Analysis?
- A To counteract threats to a business.
  - B To build on the strengths of a business.
  - C To minimize the weaknesses of a business.
  - D To reduce opportunities available to a business.
11. Which of the following is **NOT** an example of a political risk?
- A War.
  - B Civil unrest.
  - C Cost of production.
  - D Government regulations.
12. Organisation is the process of which of the following?
- A Identifying and grouping of work to be performed
  - B Defining and delegating the responsibility and authority
  - C Determining what needs to be done, how it will be done and who is to do it.
  - D None of above
13. Which of the following is **NOT** a process of organizing?
- A Grouping jobs.
  - B Division of work.
  - C Decision making.
  - D Assignment of duties.
14. The Ohio State Leadership Studies revealed that \_\_\_\_\_ and initiating structure as two major dimensions of leadership behavior.
- A control
  - B collaboration
  - C consideration
  - D communication

15. What is the first step in control process?
- A Set standard.
  - B Select a strategy.
  - C Determine areas of control.
  - D Choose key personnel for the task.
16. Controlling function finds out how far \_\_\_\_\_ deviates from standards.
- A Cost.
  - B Improvement.
  - C Corrective actions.
  - D Actual performance.
17. What are the main characteristics of an effective control system?
- A Flexibility, accuracy, timeliness and objectivity.
  - B Flexibility, accuracy, relevance and objectivity.
  - C Flexibility, accuracy, timeliness and relevance.
  - D Flexibility, measurability, timeliness and objectivity.
18. For effective communication, which of these commandments one should not follow?
- A Lack of common knowledge.
  - B Developing trust and openness.
  - C Practicing employee empowerment.
  - D Fostering behavioral integrity and consistency.
19. What is communication without words?
- A Gestures.
  - B Sign language.
  - C Non-verbal communication.
  - D There is no communication without words.

20. \_\_\_\_\_ is a type of a nonverbal communication in which physical behaviours, as opposed to words, are used to express or convey the information.

- A Miming
- B Sign language
- C Active listening
- D Body language

**[40 MARKS]**

**PART B**

This part consist of **FOUR (4)** questions.

Answer ALL questions in Answer Sheet.

**QUESTION 1**

- a. State **two (2)** importance of planning. (1 marks)
- b. List **four (4)** steps in benchmarking. (2 marks)
- c. Briefly explain any **two (2)** kinds of standing plans. (4 marks)
- d. Management by objectives (MBO) can be defined as a process through which specific goals are set collaboratively by managers and employees for an organization. Using an appropriate table, differentiate the strengths and weaknesses of this technique. (8 marks)

**QUESTION 2**

- a. Ahmad is a manager at Megah Holding Enterprise, Ahmad always lost his focus during a monthly meeting. What a characteristic of effective leaders that Ahmad don't show to his subordinates?  
(2 marks)
- b. Explain **three (3)** elements in the leader-follower contingency model on which a leader's style will depend.  
(6 marks)
- c. List **five (5)** advantages of 'departmentalization by function'.  
(5 marks)
- d. State **two (2)** steps in delegation process.  
(2 marks)

**QUESTION 3**

- a. Define 'controlling'  
(2 marks)
- b. State **two (2)** techniques in Total Quality Management.  
(2 marks)
- c. Briefly explain **three (3)** characteristic of effective control.  
(6 marks)
- d. With an aid of appropriate diagram, explain the control process.  
(5 marks)



**QUESTION 4**

- a. Messages are transmitted through channels of communication. There are several communication channels, give an example of non-formal communication.  
(2 marks)
- b. Identify **two (2)** example of verbal communication.  
(2 marks)
- c. State **three (3)** types of communication.  
(3 marks)
- d. The communication process facilitates shared meaning between a sender and a receiver. With the aid of a diagram, state **eight (8)** components in the communication process.  
(8 marks)

**[60 MARKS]****END OF QUESTION PAPER**