



**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

COURSE NAME : PRINCIPLE OF MANAGEMENT
COURSE CODE : DHM1053
EXAMINATION : OCTOBER 2019
DURATION : 3 HOURS

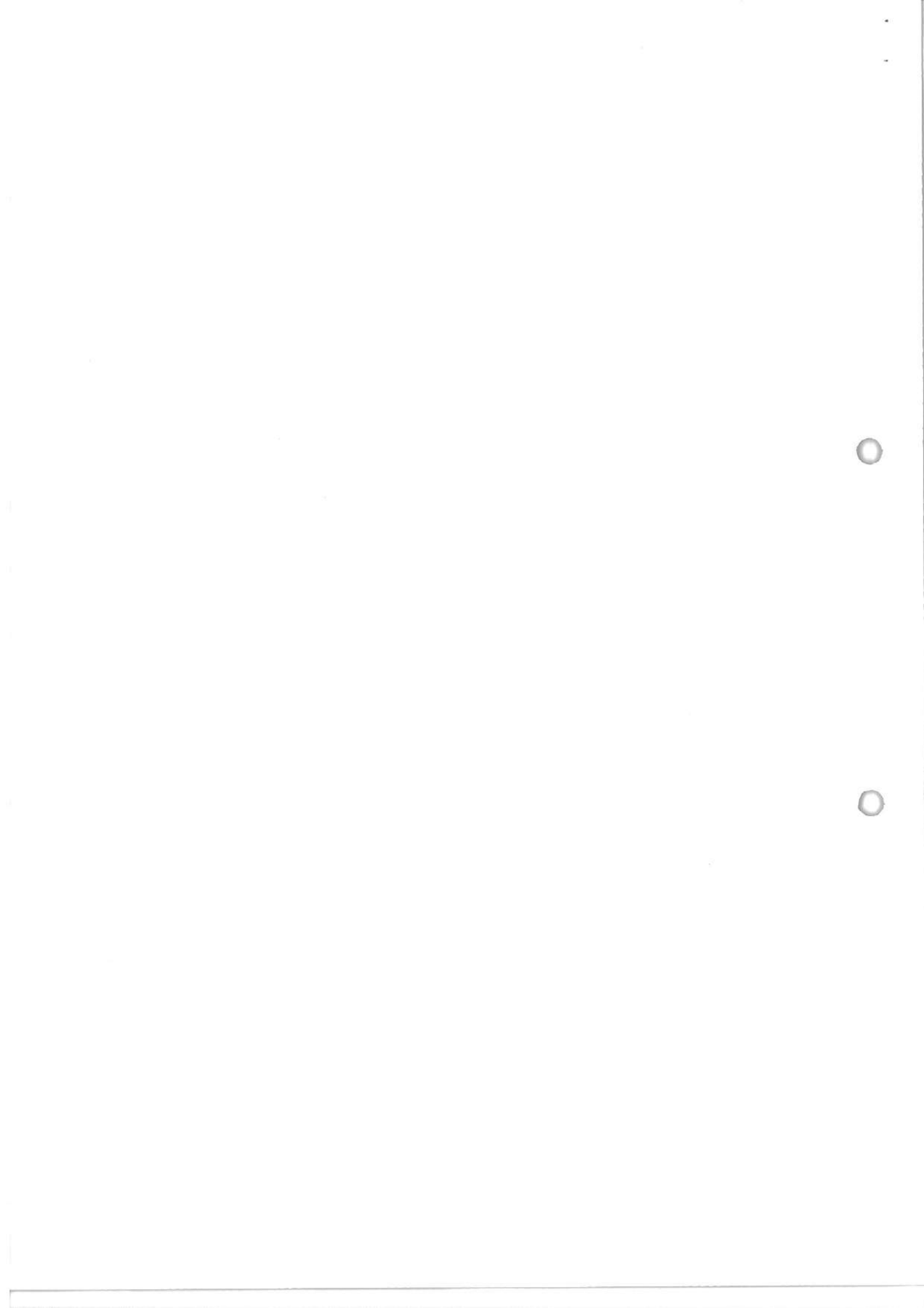
INSTRUCTION TO CANDIDATES

1. This examination 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 consists of:
 - i. The Question Paper
 - ii. An Objective Answer Paper
 - iii. An Answer 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 **TWENTY (20)** questions.

Answer ALL in the Objective Answer Paper.

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

2. How many processes are there in a decision making process?
 - A 3
 - B 4
 - C 5
 - D 6

3. An employee communicating with his boss is communicating _____.
 - A internally
 - B externally
 - C horizontally
 - D vertically

4. _____ is was 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

5. The removal of unpleasant consequences following a desired behaviour is called _____
- A positive reinforcement.
 - B negative reinforcement.
 - C extinction reinforcement.
 - D punishment reinforcement.
6. Although planning is a primary function of management and facilitates various other management functions, it has many barriers and limitations such as _____.
- A controlling cost
 - B costly process
 - C unlimited scope
 - D purchasing cost
7. Organizations that actively create, acquire and transfer knowledge within themselves and are able to modify their behavior to reflect this new knowledge are called a _____ organization.
- A bureaucratic
 - B learning
 - C theory X
 - D theory Y
8. Which of the following is not a barrier to communication?
- A Personal barrier.
 - B Location barrier.
 - C Physical barrier.
 - D Semantic barrier.

9. Standard of right and wrong that influence behaviour is known as _____.
- A Ethic
 - B Morals
 - C Value system
 - D Ethical behaviour
10. _____ is a chronological sequence of steps to be undertaken to enforce a policy and to attain a specific manner in which a particular activity is to be performed.
- A Plan
 - B Policy
 - C Product
 - D Procedure
11. _____ is the process of deciding in advance what is to be done, where, how and by whom it is to be done.
- A Controlling
 - B Leading
 - C Organizing
 - D Planning
12. Which of the following is **not** a 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.
13. 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.

14. Which of the following is a type of control?
- A Pre action control.
 - B Statistical control.
 - C Screening control.
 - D Post action control.
15. Which of the following is a type of decision making?
- A Project.
 - B Program.
 - C Procedures.
 - D Non programmed.
16. _____ refers to a capacity that A has to influence the behavior of B so that B does something he or she would not otherwise do.
- A Force
 - B Power
 - C Push
 - D Reflect
17. Managers are particularly interested in all of the following type of attitudes **except**
- A job turnover.
 - B job satisfaction.
 - C job involvement.
 - D organizational commitment.
18. _____ comes because the public believes in them and their ideas.
- A Reward power
 - B Promise power
 - C Referent power
 - D Legitimate power

19. Communications that follow the chain of command and are classified as official are known as _____.
- A formal
 - B horizontal
 - C informal
 - D vertical
20. There are three type of communications, **except**
- A external.
 - B horizontal.
 - C internal.
 - D vertical.

[20 MARKS]

PART B

This part contains **FOURTEEN (14)** questions.
Answer ALL questions in the Answering Booklet.

QUESTION 1

List down **four (4)** importance of an organization.

(4 marks)

QUESTION 2

Write down **three (3)** types of managerial role.

(3 marks)

QUESTION 3

Indicate **three (3)** basics of management skill.

(3 marks)

QUESTION 4

State **five (4)** motivation processes.

(4 marks)

QUESTION 5

List down **five (5)** common based for departmentalization.

(5 marks)

QUESTION 6

Give **five (5)** steps in the motivation processes.

(5 marks)

QUESTION 7

List down **seven (7)** characteristics of Theory X

(7 marks)

QUESTION 8

Write down **five (5)** comparing traits of leader and non-leader.

(5 marks)

QUESTION 9

Discuss **four (4)** types of grapevine chains.

(4 marks)

QUESTION 10

Identify **four (4)** control process.

(4 marks)

QUESTION 11

Define controlling.

(2 marks)

QUESTION 12

Recognize **four (4)** types of control.

(4 marks)

QUESTION 13

Explain **three (3)** contemporary issues in control with example.

(6 marks)

QUESTION 14

State **four (4)** characteristics of Theory Y

(4 marks)

[60 MARKS]

PART C

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

Answer ALL questions in the Answering Booklet.

QUESTION 1

The most widely known and popular theory of motivation was introduced by Abraham Maslow. Maslow stated that all people possess a set of five needs in them.

Draw the **five (5)** needs arranged in a hierarchical order and briefly explain.

(10 marks)

QUESTION 2

Communication is transferring and understanding of meaning. A manager has to communicate to other departments or units while performing management action of planning, organizing, leading and controlling.

a. Illustrate the communication process.

(7 marks)

b. State **three (3)** reasons a manager can use to communicate in an organization.

(3 marks)

[20 MARKS]

END OF QUESTION PAPER

