KYPJ
KOLEJ YAYASAN
PELAJARAN JOHOR

KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION

COURSE NAME   : FUNDAMENTALS OF MANAGEMENT
COURSE CODE   : DHR1013
EXAMINATION   : JUNE 2024
DURATION   : 3 HOURS

INSTRUCTION TO CANDIDATES
ARAHAN KEPADA CALON

1. This question paper consists of **TWO (2)** parts: /   PART A (40 Marks) /
    Kertas soalan ini mengandungi DUA (2) bahagian: *BAHAGIAN A (40 Markah)*
                                                               PART B (60 Marks) /
                                                               BAHAGIAN B (60 Markah)

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3. Please check to make sure that this examination pack consist of: /
    Pastikan kertas soalan peperiksaan ini mengandungi:
    i. The Question Paper /
       Kertas Soalan
    ii. An Objective Answer Paper /
       Kertas Jawapan Objektif
    iii. An Answering Booklet /
       Buku Jawapan

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JANGAN BUKA KERTAS SOALAN INI SEHINGGA DIBERITAHU

This examination paper consists of **14** printed pages including front page
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PART A

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

Answer **ALL** in Objective Answer Paper.

BAHAGIAN A

*Bahagian ini mempunyai **DUA PULUH (20)** soalan.*

*Jawab **semua** soalan pada Kertas Jawapan Objektif.*

1. A desired future outcome that a firm hopes to achieve is called as _____.

   A plan

   B goal

   C strategy

   D responsible

   Hasil masa depan yang diharapkan oleh firma untuk dicapai dipanggil sebagai

   _____.

   A perancangan

   B matlamat

   C strategi

   D tanggungjawab

2. The process of consolidating and managing resources effectively and efficiently in an effort to achieve the goals of organization is known as _____.

   A leading

   B controlling

   C organizing

   D management

   Proses menyatu dan mengurus sumber secara berkesan dan cekap dalam usaha mencapai matlamat organisasi dikenali sebagai _____.

   A mengetuai

   B mengawal

   C mengorganisasi

   D mengurus

3. Managers who are influencing and motivating subordinates towards achieving organizational goals are performing the _____ function of management.

   A leading

   B planning

   C controlling

   D organizing

   Pengurus yang mempengaruhi dan mendorong orang bawahan ke arah mencapai matlamat organisasi sedang melaksanakan fungsi _____ dalam pengurusan.

   A *mengetuai*

   B *merancang*

   C *mengawal*

   D *mengorganisasi*

4.

> Asyraf is representing his department in the Board of Director Meeting as the Human Resource Manager of his company.

Statement 1

Based on Statement 1, what is Asyraf's role for representing his department in the Board of Director Meeting?

   A Liason.

   B Monitor.

   C Figurehead.

   D Spokesperson.

> *Asyraf mewakili jabatannya dalam Mesyuarat Ahli Lembaga Pengarah sebagai Pengurus Sumber Manusia.*

Pernyataan 1

Berdasarkan Pernyataan 1, apakah peranan Asyraf yang mewakili jabatannya dalam Mesyuarat Ahli Lembaga Pengarah?

   A *Penghubung.*

   B *Pemantau.*

   C *Ketua tokoh.*

   D *Jurucakap.*

5. Henri Fayol laid down _____ management principles.

   A 12

   B 13

   C 14

   D 15

   Henri Fayol menyatakan _____ prinsip pengurusan.

   A 12

   B 13

   C 14

   D 15

6. Who developed Theory of Bureaucratic Management?

   A Max Weber.

   B Lillian Moller.

   C Frank Gilbreth.

   D Frederick Winslow Taylor.

   Siapakah yang membangunkan Teori Pengurusan Birokrasi?

   A Max Weber.

   B Lillian Moller.

   C Frank Gilbreth.

   D Frederick Winslow Taylor.

7. Which of the following statements describe the principle of 'remuneration'?

   A Right to give orders.

   B An employee should have only one boss.

   C Employees should be fairly paid based on contribution.

   D Subordinates should adhere to an official chain of command.

Manakah antara pernyataan berikut menerangkan prinsip 'imbuhan'?

A   Hak untuk memberi perintah.

B   Seorang pekerja hendaklah mempunyai seorang ketua sahaja.

C   Pekerja hendaklah dibayar secara adil berdasarkan caruman.

D   Orang bawahan hendaklah mematuhi rantaian perintah rasmi.

8. How many types of planning are there?

A   3

B   4

C   5

D   6

Berapakah jenis perancangan?

A   3

B   4

C   5

D   6

9. _____ planning is broadly applied to the entire organisation.

A   Tactical

B   Strategic

C   Technical

D   Operational

Perancangan _____ digunakan secara meluas untuk keseluruhan organisasi.

A   Taktikal

B   Strategik

C   Teknikal

D   Operasi

10. Which of the following is barrier to effective planning?

   A High commitment.

   B Resistance to change.

   C Clear goals and objectives.

   D Full support from top management.

Manakah antara berikut merupakan halangan kepada perancangan yang berkesan?

   A *Komitmen yang tinggi.*

   B *Keenganan terhadap perubahan.*

   C *Matlamat dan objektif yang jelas.*

   D *Sokongan penuh daripada pengurusan atasan.*

11. Which of the following are types of standing plan?

   i.   Rules

   ii.   Policy

   iii. Project

   iv.   Procedure

   A i and ii.

   B i, ii and iii.

   C i, ii and iv.

   D i, ii, iii and iv.

Antara berikut yang manakah jenis pelan berdiri?

   i.   Peraturan

   ii.   Dasar

   iii. Projek

   iv.   Prosedur

   A i dan ii.

   B i, ii dan iii.

   C i, ii dan iv.

   D i, ii, iii and iv.

12. Which of the following is **not** the importance of organizing?

    A Classifying authority.

    B Unstructured organization.

    C Identification of organizational activities.

    D Coordination between authority and responsibility.

    *Antara berikut yang manakah **bukan** kepentingan berorganisasi?*

    A *Pengelasan kuasa.*

    B *Organisasi tidak berstruktur.*

    C *Pengenal pastian aktiviti organisasi.*

    D *Penyelarasan antara kuasa dan tanggungjawab.*

13. _____ is a line diagram that shows the formal arrangement of works positions within an organization.

    A Organization chart

    B Organization design

    C Organization diagram

    D Organization schedule

    _____ ialah gambar rajah garisan yang menunjukkan susunan rasmi jawatan kerja dalam sesebuah organisasi.

    A *Carta organisasi*

    B *Reka bentuk organisasi*

    C *Gambar rajah organsisasi*

    D *Jadual organisasi*

14. Which of the following is **not** associated with types of organizational relationships?

    A Functional

    B Span of control

    C Chart and chain of command

    D Line, staff and functional authority

*Antara berikut yang manakah **bukan** dikaitkan dengan jenis perhubungan organisasi?*

A *Fungsian.*

B *Jangkauan kawalan*

C *Carta dan rantaian.*

D *Barisan, kakitangan dan fungsi pihak berkuasa.*

15. _____ is the first step in controlling process.

    A Establishing standards

    B Taking corrective action

    C Measuring actual performance

    D Comparing actual performance and standards

_____ *ialah langkah pertama dalam proses mengawal.*

    A *Mewujudkan piawaian*

    B *Mengambil tindakan pembetulan*

    C *Mengukur prestasi sebenar*

    D *Perbandingan prestasi sebenar dan piawaian*

16. Total quality management aimed to continually improve product and service quality to achieve high level of customer _____.

    A discontent

    B satisfaction

    C displeasure

    D unhappiness

Pengurusan kualiti menyeluruh bertujuan untuk terus-menerus meningkatkan kualiti produk dan perkhidmatan untuk mencapai tahap _____ pelanggan yang tinggi.

    A *tidak puas hati*

    B *kepuasan*

    C *tidak senang hati*

    D *tidak gembira*

17.

> Sarah is a supervisor who manages day-to-day activities within her organization to ensure that operations are carried out efficiently and effectively. Corrective action plan will be been taken if there are mistakes during that time.

Statement 2

Based on Statement 2, what types of control was implemented by Sarah?

A   Tactical control.

B   Strategic control.

C   Information control.

D   Operational control.

> *Sarah ialah penyelia yang menguruskan aktiviti harian dalam organisasi. Beliau perlu memastikan operasi dijalankan dengan cekap dan berkesan. Pelan tindakan pembetulan akan diambil sekiranya terdapat kesilapan dalam tempoh tersebut.*

Pernyataan 2

Berdasarkan Pernyataan 2, apakah jenis kawalan yang dilaksanakan oleh Sarah?

A   *Kawalan taktikal.*

B   *Kawalan strategi.*

C   *Kawalan maklumat.*

D   *Kawalan operasi.*

18. In most organization, _____ is the most important component of survival in organizational communication.

A   idea

B   action

C   resources

D   information

Dalam kebanyakan organisasi, _____ adalah komponen survival yang paling penting dalam komunikasi organisasi.

A *idea*

B *tindakan*

C *sumber*

D *maklumat*

19. Any factor that interferes, confuse and disturb in communication is known as _____.

A noise

B filtering

C emotionality

D poor listening

Sebarang faktor yang mengganggu, mengelirukan dan mendatangkan gangguan dalam komunikasi dikenali sebagai _____.

A *bunyi*

B *penapisan*

C *emosi*

D *kurang mendengar*

20.

Imani proposes a new approach to solve a critical problem that has arisen. However, Nisa strongly disagrees with her suggestion. As the discussion heats up, emotions begin to escalate. Imani becomes defensive, feeling hurt and misunderstood by Nisa's dismissive attitude towards her proposal.

Statement 3

Based on Statement 3, what is barrier of communication between Imani and Nisa?

A Filtering.

B Emotionality.

C Poor listening.

D Semantic problems.

> *Imani mencadangkan pendekatan baharu untuk menyelesaikan masalah kritikal yang tidak dijangka. Namun, Nisa sangat tidak bersetuju dengan cadangan itu. Perbincangan menjadi tegang dan tekanan emosi berlaku. Imani mula menjadi defensif, berasa sakit hati dan salah faham dengan sikap Nisa yang meremehkan cadangannya.*

Pernyataan 3

Berdasarkan Pernyataan 3, apakah halangan komunikasi yang terjadi antara Imani dan Nisa?

A   Penapisan.

B   Emosi.

C   Kurang mendengar.

D   Masalah semantik.

[40 MARKS/*MARKAH*]

PART B

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

Answer **ALL** questions in Answering Booklet.

BAHAGIAN B

*Bahagian ini mempunyai **EMPAT (4)** soalan.*

*Jawab **SEMUA** soalan pada Buku Jawapan.*

QUESTION 1

a. List **four (4)** reasons why an organization need a manager?

*Senaraikan **empat (4)** sebab mengapa sesebuah organisasi memerlukan pengurus?*

(4 marks/*markah*)

b. State **three (3)** challenges in management.

*Senaraikan **tiga (3)** cabaran dalam pengurusan.*

(3 marks/*markah*)

c. Explain **four (4)** functions of management.

*Terangkan **empat (4)** fungsi pengurusan.*

(8 marks/*markah*)

QUESTION 2

a. List **four (4)** types of organizational relationships.

*Senaraikan **empat (4)** jenis perhubungan organisasi.*

(4 marks/*markah*)

b. What is the definition of delegation?

Apakah definisi delegasi?

(2 marks/*markah*)

c. Explain **three (3)** types of departmentalization with an example.

*Terangkan **tiga (3)** jenis penjabatanan berserta contoh.*

(9 marks/*markah*)

QUESTION 3

a. What is the definition of total quality management?
   Apakah definisi pengurusan kualiti menyeluruh.

   (2 marks/*markah*)

b. List **four (4)** steps in the control process.
   *Senaraikan **empat (4)** langkah dalam proses kawalan.*

   (4 marks/*markah*)

c. By exercising controlling function, the manager can effectively monitor project progress, identify and address issues in a timely manner, and ultimately ensure the successful delivery of the mobile application within the specified timeframe and quality standards. Suggest **three (3)** types of control that exist at each level of organization with an example.

   *Dengan melaksanakan fungsi kawalan, pengurus boleh memantau kemajuan projek dengan berkesan, mengenal pasti dan menangani isu tepat pada masanya, dan akhirnya memastikan penyampaian aplikasi mudah alih berjaya dalam tempoh masa dan piawaian kualiti yang ditetapkan. Cadangkan **tiga (3)** jenis kawalan yang wujud pada setiap peringkat organisasi berserta contoh.*

   (9 Marks/*markah*)

QUESTION 4

a. List **three (3)** types of communication.
   *Senaraikan **tiga (3)** jenis komunikasi.*

   (3 marks/*markah*)

b. State **three (3)** basic elements of the communication process.
   *Senaraikan **tiga (3)** elemen asas proses komunikasi.*

   (3 marks/*markah*)

c. A team of software developers is working on a complex project to develop a new mobile application for a client. However, they encounter several barriers to effective communication, including language differences, time zone disparities, and conflicting schedules due to remote work arrangements. Suggest **three (3)** ways to overcoming barriers to effective communication with an example.

Pasukan pembangun perisian sedang mengusahakan projek yang kompleks untuk membangunkan aplikasi mudah alih baharu untuk pelanggannya. Walau bagaimanapun, mereka menghadapi beberapa halangan kepada komunikasi yang berkesan, termasuk perbezaan bahasa, perbezaan zon masa dan jadual yang bercanggah disebabkan oleh aturan kerja jarak jauh. Cadangkan tiga (3) cara untuk mengatasi halangan kepada komunikasi yang berkesan berserta contoh.

(9 marks/*markah*)

[60 MARKS/*MARKAH*]

END OF QUESTION PAPER / *KERTAS SOALAN TAMAT*