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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : FUNDAMENTAL OF MANAGEMENT**  
**COURSE CODE : MGT1013**  
**EXAMINATION : DECEMBER 2022**  
**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. 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 Answering Booklet.

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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 8 printed pages including front page*

## PART A

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

Answer ALL in Objective Answer Paper.

1. In what order do managers typically perform the managerial functions?
  - A Organising, planning, controlling, leading.
  - B Organising, leading, planning, controlling.
  - C Planning, organising, leading, controlling.
  - D Planning, organising, controlling, leading.
  
2. What are the **three (3)** interpersonal roles of managers?
  - A Figurehead, leader and liaison.
  - B Director, coordinator, disseminator.
  - C Spokesperson, leader, coordinator.
  - D Communicator, organiser, spokesperson.
  
3. An organization is defined as a group of individuals who work together \_\_\_\_\_
  - A towards common goals.
  - B to become more efficient.
  - C to generate the most profit.
  - D to maximize shareholder's wealth.
  
4. At what level of an organisation does a corporate manager operate?
  - A Top level.
  - B Functional.
  - C Operational.
  - D Middle level.

5. The systems approached can be described as \_\_\_\_\_?
- A Emphasis the psychological and social aspects.
  - B Emphasis the technical requirements of the organisation and its needs.
  - C Encourages managers to view the organisation both as a whole and as part of a larger environment.
  - D None of the above.
6. Which of the following is **NOT** a factor that influence evolution of management?
- A Social influence.
  - B Finance influence.
  - C Economic influence.
  - D Technology influence.
7. How does the theory of Classical Leadership management differ from the Behavioral Management Theory?
- A Classical leadership management is still implemented today, while behavioral management theory is outdated.
  - B Classical leadership focused only on high production and efficiency, while behavioral management theory focuses on worker satisfaction.
  - C Classical leadership cared a lot more about the wages of the employees, while behavioral management theory views them all just as parts of the process.
  - D Classical leadership emphasized that a leader must have authority over his employees, while behavioral management theory supports a bottom-up approach.
8. What is the first step of planning process?
- A Set an objective.
  - B Evaluate alternative to be done.
  - C Determine strength and weakness.
  - D None of above.

9. What is the definition of an objective?
- A Defined specified outcome to be achieved in the long-term.
  - B A set standard of performance agreed by workers and managers.
  - C A clear set of goals to be attained given a set number of resources.
  - D A clearly defined and measurable outcome to be achieved over a specified timeframe.
10. Which of the following is **NOT** the purpose of planning technique?
- A To allocate resources of an organization.
  - B To get planning done and jobs completed on time.
  - C To analyse the environment the organization is functioning in.
  - D To gather and collect internal and external information from the best organizational practices.
11. PEST (political, economic, social and technological) is best defined as which if the following?
- A Framework for strategic analysis of internal and external environment.
  - B A checklist for forecasting political, economic, strategic or technological factors.
  - C A broad framework to help managers understand the environment in which a business operates.
  - D A checklist to ask on how political, economic, strategic or technological developments can influence an industry and a company.
12. Which of the following is key activities in organizing?
- A Classifying authority.
  - B Identification of organizational activities.
  - C Departmentalization of organizational activities.
  - D All of above.

13. Which title is given to an individual who is in charge of and coordinates the activities of a group of employees engaged in related activities within a unit of an organization?
- A Vender.
  - B Manager.
  - C Employee.
  - D Contractor.
14. \_\_\_\_\_ are approach assumes that people inherit certain qualities and traits which make them better suited to leadership.
- A Trait theories
  - B Group theories
  - C Contingency theories
  - D Inspirational theories
15. When a manager monitors the work performance of workers in his department to determine if the quality of their work 'up to standard', he is engaging in which function?
- A Leading.
  - B Planning.
  - C Organising.
  - D Controlling.
16. Which of the following is **NOT** a step of process of controlling?
- A Establish standards.
  - B Measure performance.
  - C Determine areas of control.
  - D Compare performance with past data.

17. \_\_\_\_\_ involves monitoring critical environmental factors to ensure that strategic plans are implemented as intended, assessing the effects of organizational strategic actions, and adjusting such plans when necessary.
- A Tactical control
  - B Strategic control
  - C Operational control
  - D Traditional control systems
18. Which of these element is **NOT** involved in the process of communication?
- A Pipe.
  - B Sender.
  - C Message.
  - D Channel.
19. What is verbal communication?
- A Talking to someone.
  - B When more than one person is talking.
  - C Communication that occurs either orally or in writing.
  - D Using verbal noises to show you are listening like "uh huh".
20. Which of the following is **NOT** a form of non-verbal communication?
- A Telepathy.
  - B Proxemics.
  - C Environment.
  - D Body motions.

[40 MARKS]

**PART B**

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

Answer **ALL** questions in the Answer Booklet.

**QUESTION 1**

- a. List **two (2)** barriers to effective planning. (1 marks)
- b. Define the term of benchmarking. (2 marks)
- c. Briefly explain **two (2)** components of single-used plan. (4 marks)
- d. Goal refers to a future target or end result that an organization wishes to achieve. With an aid of an appropriate diagram, explain **three (3)** level of goals. (8 marks)

**QUESTION 2**

- a. Ahmad is a manager at Megah Holding Enterprise, and he is frequently late for work. What a characteristic of effective leaders that Ahmad does not demonstrate to his subordinates? (2 marks)
- b. List **three (3)** types of departmentalization. (3 marks)
- c. Describe the distinctions between line authority and staff authority. (4 marks)
- d. Explain **three (3)** leadership styles on Blake and Mouton Managerial Grid. (6 marks)

## QUESTION 3

- a. Define Total Quantity Management (TQM).  
(2 marks)
- b. Briefly explain **three (3)** barriers to implement successful control.  
(6 marks)
- c. State **two (2)** principles in Total Quality Management.  
(2 marks)
- d. With an aid of appropriate diagram, construct a level of control in management.  
(5 marks)

## QUESTION 4

- a. Communication channels are used to transmit messages. There are many ways to communicate. Provide **two (2)** formal communication examples.  
(2 marks)
- b. Identify **two (2)** example of non – verbal communications.  
(2 marks)
- c. Explain the decoding the messages in the basic elements of the communication process.  
(3 marks)
- d. There are times when we struggle to effectively communicate with others. Give **four (4)** obstacles to effective communication with an example.  
(8 marks)

[60 MARKS]

END OF QUESTION PAPER