



**KOLEJ YAYASAN PELAJARAN JOHOR
ONLINE FINAL EXAMINATION**

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

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**.

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

This examination paper consists of 9 printed pages including front page

PART A

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

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 approach 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 Answer Sheet.

QUESTION 1

- a. List **two (2)** barriers to effective planning.
(1 marks)

- b. List **four (4)** ways an organization can set its mission
(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, Ahmad have a problem coming late to work every day. What a characteristic of effective leaders that Ahmad don't show to his subordinates?
(2 marks)
- b. Explain **three (3)** leadership style on Blake and Mouton Managerial Grid.
(6 marks)
- c. List **five (5)** types of departmentalization.
(5 marks)
- d. State **two (2)** types of authority
(2 marks)

QUESTION 3

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

QUESTION 4

a. Messages are transmitted through channels of communication. There are several communication channels, give **two (2)** example of formal communication.

(2 marks)

b. Identify **two (2)** example of non – verbal communication

(2 marks)

c. State **three (3)** basic elements of the communication process.

(3 marks)

d. We sometimes fail to communicate effectively with other people. With an example, explain **four (4)** barriers to effective communication.

(8 marks)

[60 MARKS)

END OF QUESTION PAPER