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**KOLEJ YAYASAN PELAJARAN JOHOR  
ONLINE FINAL EXAMINATION**

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**COURSE NAME : PRINCIPLE OF MANAGEMENT  
COURSE CODE : DHM1053  
EXAMINATION : JUNE 2022  
DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This question paper consists of **THREE (3) parts**:  
PART A (20 Marks)  
PART B (60 Marks)  
PART C (20 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 **10** printed pages including front page

**PART A**

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

Answer ALL in Objective Answer Paper.

1. Which of the following is an example of an workplace violence?
  - A Struck of co-worker.
  - B Helping other worker.
  - C Set clear work standard.
  - D Plans and define work to be done.
  
2. \_\_\_\_\_ is defined as the process of directing and influencing the task related to group member.
  - A Traits
  - B Principle
  - C Application
  - D Leadership
  
3. Which of the following is NOT the key of management function?
  - A Leading.
  - B Planning.
  - C Research.
  - D Controlling.
  
4. Statistically describing the population in terms of age, gender, education, income and occupation is referred to as \_\_\_\_\_.
  - A category
  - B marketing
  - C population
  - D demographic

5. \_\_\_\_\_ is practiced by everybody and is supervised by a manager.
- A Manager
  - B Organizer
  - C Supervisor
  - D Management
6. A group of people who work together to achieve some specific purpose is called as \_\_\_\_\_.
- A team
  - B manager
  - C employee
  - D organization
7. Leading include motivating \_\_\_\_\_, directing others, selecting the most effective communication channels and resolving conflict.
- A top manager
  - B management
  - C subordinates
  - D middle manager
8. Manager of theory X view the employees in term of the following characteristic \_\_\_\_\_.
- A irresponsible
  - B willing to work
  - C capable of self-control
  - D capable of directing themselves
9. \_\_\_\_\_ means the most basic need of human to survive in hierarchy of Maslow.
- A Physiological needs
  - B Safety security needs
  - C Self-actualization needs
  - D Social or belonging needs

10. The rational model of decision making is stated below, **EXCEPT**
- A Continuous process.
  - B Involves in series of steps.
  - C It will enhance decision making process.
  - D Bring disaster to internal and external function.
11. What is the meaning of delegation of work in an organization?
- A Multitasking of work.
  - B Distribution of work to staff.
  - C Working in less stressful place.
  - D Informal organization environment.
12. There are four steps of decision making. Give the first step of decision making process.
- A Develop the alternative.
  - B Investigate the situation.
  - C Implementation of solution.
  - D Evaluate the alternative and selection.
13. \_\_\_\_\_ is the method of shaping a company's future and involves determining the long run direction of the organization.
- A Mission
  - B Purpose
  - C Strategy
  - D Objective
14. An employee communicating with his boss is communicating \_\_\_\_\_.
- A vertically
  - B internally
  - C externally
  - D horizontally

15. \_\_\_\_\_ is a set of moral principles or value that defines right and wrong for a person or group.
- A Ethics
  - B Empathy
  - C Discipline
  - D Humanity
16. Manager a particularly interested in all of the following type of attitudes **EXCEPT**
- A Job turnover.
  - B Job satisfaction.
  - C Job involvement.
  - D Organizational commitment.
17. Which of the following is not the 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.
18. Standard of right and wrong that influence behaviour is known as \_\_\_\_\_.
- A ethic
  - B moral
  - C value system
  - D ethical behaviour
19. Which of the following is not a barrier to communication?
- A Physical barrier.
  - B Location barrier.
  - C Personal barrier.
  - D Semantic barrier.

20. The removal of unpleasant consequences following a desire behaviour is called as \_\_\_\_\_.

- A positive reinforcement
- B negative reinforcement
- C extinction reinforcement
- D punishment reinforcement

**[20 MARKS]**

**PART B**

This part consists of **FIFTEEN (15)** questions.  
Answer ALL questions in Answer Sheet.

**QUESTION 1**

Give **four (4)** management functions.

(4 marks)

**QUESTION 2**

Write down **five (5)** importance of planning.

(5 marks)

**QUESTION 3**

Indicate this term:

- a) Centralization
- b) Decentralization

(5 marks)

**QUESTION 4**

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

(4 marks)

**QUESTION 5**

Illustrate the hierarchy of management level.

(3 marks)

**QUESTION 6**

Give **five (5)** examples of work place violence.

(5 marks)

**QUESTION 7**

List down **three (3)** types of managerial rules.

(3 marks)

**QUESTION 8**

Describe **five (5)** characteristics of Theory X.

(5 marks)

**QUESTION 9**

Define :

- a) Span of
- b) Delegation

(5 marks)

**QUESTION 10**

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

(4 marks)

**QUESTION 11**

Define organizing.

(2 marks)



**QUESTION 12**

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

(4 marks)

**QUESTION 13**

State **five (5)** bases of departmentalization.

(5 marks)

**QUESTION 14**

Define **two (2)** advantages and disadvantages division of work.

(4marks)

**QUESTION 15**

Give **two (2)** process in decision making.

(2 marks)

**[60 MARKS]**

**PART C**

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

Answer ALL questions in Answer Sheet.

**QUESTION 1**

Organizing means to structure or arrange the relationship between people, the work to be done and the facilities so that goals are achieved.

a) Briefly explain the steps in organizing management system.

(6 marks)

b) Describes **two (2)** types of authority.

(4 marks)

**QUESTION 2**

Leader is defined as the process of directing and influencing the task related activities of group members.

a) Elaborate **six (6)** styles of a leader in task oriented.

(6 marks)

b) Analyze **four (4)** characteristics of manager employee oriented.

(4 marks)

**[20 MARKS]**

**END OF QUESTION PAPER**