

D1 2

D3 2



**SCHOOL OF HOSPITALITY AND TOURISM
KOLEJ YAYASAN PELAJARAN JOHOR**

**FINAL EXAM
SEMESTER JANUARY 2015**

COURSE	:	PRINCIPLE OF MANAGEMENT
COURSE CODE	:	DHM 1053/HMG 6113
TIME / DURATION	:	2.00 PM – 5.00 PM (3 HOURS)
DATE	:	13 MAY 2015

INSTRUCTION TO CANDIDATES

1. This examination paper consists of **FOUR(4) Parts:**
 - PART A (20 Marks)**
 - PART B (20 Marks)**
 - PART C (30 Marks)**
 - PART D (30 Marks)**

2. Answer **ALL** questions in **Part A, B and C**. Answer **TWO (2)** questions in **Part D**.

3. Candidates are not allowed to bring any material to examination room **EXCEPT** with the permission of invigilator.

4. Please make sure that all material is available during this examination session:
 - i. Question paper
 - ii. OMR Form
 - iii. Answering Booklet

THERE ARE 9 PAGES OF QUESTIONS, INCLUDING THIS PAGE

SECTION A (Total: 20 marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL Questions****Please use the OMR sheet provided**

1. There are three type of managerial roles EXCEPT
 - A. Interpersonal roles
 - B. Decisional roles
 - C. Leadership role
 - D. Informational role

2. There are four types of workplace deviances. Which one of the following is TRUE
 - A. Production deviances
 - B. Location deviances
 - C. Travel deviances
 - D. Organization deviances

3. Most of the organizations have a goal. The goals must _____
 - A. Specific, clear and precise
 - B. Specific, simple and not very important
 - C. Simple, Easy and difficult
 - D. Specific, direct and difficult

4. Type of decision making is divided into two. There are _____ and _____
 - A. Clear and important decision
 - B. Technical decision
 - C. Programmed and non-programmed
 - D. Unprofitable and profitable decision

5. Basically a manager who wants to organize his or her department must _____
 - A. Responsible to their job only
 - B. Determine what to be done
 - C. Not assigning task
 - D. Work eight hour per day only

6. All the following are the advantages of division of work, EXCEPT
 - A. Increase productivity
 - B. Create dissatisfaction
 - C. Easy to assign task
 - D. Create simplifies task

7. Individual who become leader will learn the traits through all the following EXCEPT
 - A. Observation
 - B. Learning process
 - C. Experience
 - D. Friends

8. How to measure organizational performance?
- A. Organizational productivity, organizational effectiveness, industry ranking
 - B. Adjusting control for cross-cultural different
 - C. Monitor staff
 - D. Human resource
9. Who develop the hierarchy of human needs?
- A. Stoner
 - B. Abraham Maslow
 - C. Elton Mayor
 - D. Mary Parker Follet
10. Which of the following is the FALSE example of self esteem needs?
- A. Respect from others
 - B. Opportunities for advancement
 - C. Recognition
 - D. Falling in love
11. Rational model of decision making consists of four steps.
- I Develop the alternatives
 - II Evaluate the alternatives and select best one
 - III Investigate the situation
 - IV Implementation of the solution and follow up.
- Choose the CORRECT sequence of the rational model of decision making:
- A. IV,III,II,I
 - B. III,IV,I,II
 - C. III,I,II,IV
 - D. II,I,III,IV
12. Below are example of property deviance **EXCEPT** :
- A. Sabotaging Equipment
 - B. Lying about hours worked
 - C. Take away all the A4 paper for personal use
 - D. Sexual harassment

13. The process by which a course of action is selected as the way to deal with specific problem.
- A. Programmed decision
 - B. Decision making
 - C. Unemployment
 - D. Give instruction
14. Why do managers have to organize the activities they want to perform?
- A. They can divide the work according to the nature and similarity
 - B. Just as their daily routine
 - C. To show the owner of the company about their responsibility
 - D. They can get promoted to the high level position
15. What is the importance of organizations?
- A. To compete with other company
 - B. To accomplish objective and preserve knowledge
 - C. To responsible for the work or performance of one or more person
 - D. To reduce the cost
16. The art of getting things done through people referring to _____
- A. Manager
 - B. Machine
 - C. Management
 - D. Marketing
17. The definition of planning
- A. Different title depend on their works
 - B. Establishing strategy and developing plans to coordinate activities.
 - C. Responsible to hire people to work
 - D. Manage the problem staff
18. It is an estimated and result expected in the future.
- A. Purpose
 - B. Tagline
 - C. Mission
 - D. Planning

19. Responsible for the work of his unit and its direct contribution to the objective of the organization.
- A. Line authority
 - B. Staff authority
 - C. Line management
 - D. Staff assistance
20. Why motivation is important to employees?
- A. Employees working hard to get raises.
 - B. It is one of the rule in the company
 - C. Employee can get more annual leave
 - D. The employee will be more lazy

SECTION B (Total: 20 marks)**FILL IN THE BLANKS****INSTRUCTION: Answer ALL Questions****Please use the answer booklet provided**

Manager	Monitored	Flat	Plan	Centralize
Goal	Problem	Technical skill	Theory X	Manager
Opportunity	Supervisor	Division	First line	Objective
Leadership	Technical	Conceptual skill	Delegation	Monitored
Theory Y	Steep	Physical	Purpose	Human Skill

1. Group decision making are able to view _____ from multiple prospective due to different skills, abilities and experience.
2. _____ of work is one of the main activities in the organizing function.
3. Organization structure that will have a few organization levels with flat wide span of authority is referring to _____ organization.
4. _____ managers have a traditional or a peesimistic view of motivation with regard to employees.
5. _____ organization is an organization structure that will have a short span of authority with many organizations level.
6. _____ is defining as the process of directing and influencing the task related activities of group members.
7. Evaluation and selection of leaders are based on their _____, mental and physiological characteristics.
8. Superior pass down authority to subordinate in order to facilitate work being accomplished is referring to _____.
9. _____ is a degree to which decision making is concentrated at a single point in the organization
10. When manager pass the authority to employees, these employees need to be _____ so that they will not make mistakes or misuse authority given to them.
11. A _____ is a person in an organization who is responsible in an organization for the work or performance of one or more other person.

12. Most _____ manager find their days continually interrupted by worker who need their assistance and problems that require immediate solution.
13. _____ is the ability to use the procedure, technique and knowledge of a specialized field.
14. The ability to work with understand and motivate other people is referring to _____
15. _____ is the ability to coordinate and integrate all of an organization's interest and activities.
16. Without proper _____, much will be left to chance and therefore to risk.
17. Planning help us to determine what _____ there are exploit.
18. Accomplishing _____ leads to self-confidence, greater risk taking and more action.
19. _____ is defined as an intention to produce a specific good or service
20. _____ is an estimated and result expected in the future.

SECTION C (Total: 30 marks)**SHORT ESSAY****INSTRUCTION: Answer ALL Questions****Please use the answer booklet provided****Question 1**

Define the following terms

- a. Motivation
- b. control
- c. standing plan
- d. Middle manager
- e. Top manager

(5 marks)

Question 2List down **FIVE (5)** steps in motivation process.

(5 marks)

Question 3

List down step of decision making process.

(5 marks)

Question 4List down **FIVE (5)** common bases for dividing the work into departmentalization.

(5 marks)

Question 5

Define Single use plan and explain in details.

(5 marks)

Question 6

Define standing plan and explain in details.

(5 marks)

SECTION D (Total: 30 marks)**LONG ESSAY****INSTRUCTION: Answer TWO(2) questions only****Please use the answer booklet provided****Question 1**a. List down **FIVE (5)** Hierarchy of human needs.

(5 marks)

b. Draw the hierarchy of human needs and explain it.

(10 marks)

Question 2

Identify and explain the characteristic of Theory Y manager and Theory X manager.

(15 marks)

Question 3

a. Define leadership.

(3 marks)

b. The leadership function generates two different leadership styles. List down **TWO (2)** of it.

(2 marks)

c. Explain your answer from question (b).

(10 marks)

Question 4a. Analyze **FIVE (5)** control processes and explain it in detail.

(10 marks)

b. List down **FIVE (5)** type of control

(5 marks)

END OF QUESTION PAPER



