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**KOLEJ YAYASAN PELAJARAN JOHOR  
FINAL EXAMINATION**

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**COURSE NAME : PRINCIPLES OF MANAGEMENT**  
**COURSE CODE : DHM 1053**  
**EXAMINATION : MEI 2017**  
**DURATION : 3 HOURS**

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**INSTRUCTION TO CANDIDATES**

1. This examination paper consists of **FOUR (4)** :
  - PART A (30 Marks)
  - PART B (20 Marks)
  - PART C (30 Marks)
  - PART D (20 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 consist of:
  - i. Question Paper
  - ii. Objective Answer Paper
  - iii. Answer 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 **13** printed pages including front page*

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**PART A**

This part contains of **THIRTY(30)** questions.

Answer ALL in Objective Answer Paper.

1. What is organization?
  - A. Two or more people interact to achieve a common goal
  - B. Collection of kids sit together making a doll
  - C. The place to control the management
  - D. An effective management
  
2. What is management?
  - A. The organization of three or four people in one establishment
  - B. The process of planning, organizing, leading and controlling
  - C. The person who manage the company by himself
  - D. The level of management in company
  
3. What is decision making?
  - A. The primary goal of a manager using this style to getting the job done
  - B. Strategy of making a planning on effectiveness of the organization
  - C. Selection of one alternative from among two or more alternatives
  - D. The common based for dividing the work into department
  
4. What is laissez faire?
  - A. Leader will taking their subordinates opinion and suggestion
  - B. All decision making powers are centralised in the leader
  - C. Leader give instructions after consulting the group
  - D. A leader allow maximum freedom to subordinates

5. Who is a top management?
- A. Captain of restaurant
  - B. General manager
  - C. Supervisor
  - D. Manager
6. Lower level management need more \_\_\_\_\_ than conceptual skill.
- A. Interpersonal skill
  - B. Technical skill
  - C. Leading skill
  - D. Human skill
7. What is objective?
- A. Statement of financial resources set aside for specific activities
  - B. It is an estimated end result expected in the future
  - C. Serves as guideline to management action
  - D. A standing use plan
8. Single use plan consist of
- A. Procedures
  - B. Programs
  - C. Policies
  - D. Rules
9. What is the last step of decision making process?
- A. Evaluate the alternative and select the best one
  - B. Implementation of the solution and follow up
  - C. Investigate the situation
  - D. Develops the alternative

10. Why do manager have to organize the activities they want to perform?
- A. So that they can divide the work according to the nature and similarity
  - B. So they know the specific actions to be taken with respect to situation
  - C. To make sure their subordinates do their work without supervision
  - D. To improve their employees and groups performance

11. Who develops the Theory X and Theory Y?

- A. Frederick W. Taylor
- B. Douglas Mc Gregor
- C. Abraham Maslow
- D. Elton Mayo

12. Which type of power show the ability of the manager to punish the subordinates for not obeying orders?

- A. Legitimate power
- B. Referent power
- C. Coersive power
- D. Reward power

13.

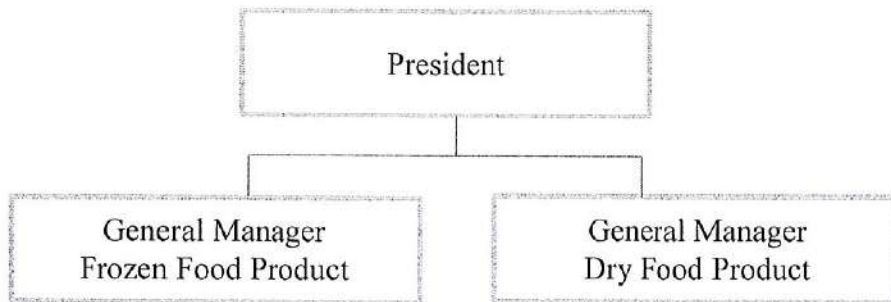
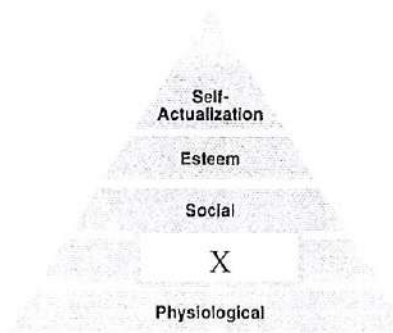


Diagram above show the departmentalization by \_\_\_\_\_

- A. Customer
- B. Function
- C. Territory
- D. Product

14.



What is X?

- A. Security needs
  - B. Shelter needs
  - C. Social needs
  - D. Food needs
15. What is authority?
- A. The power to influence others through the possession of knowledge or skill
  - B. The power to influence others by controlling things they want
  - C. The right to make decision with respect to work assignment
  - D. The delegation of authority by superior to subordinates
16. Who introduced the hierarchy of human needs?
- A. Frederick W. Taylor
  - B. Douglas Mc Gregor
  - C. Abraham Maslow
  - D. Elton Mayo
17. What is leadership?
- A. A structure of jobs and positions with clearly defined functions and relationship as prescribed by the top management
  - B. A prediction or forecasting of the changes in characteristic economic phenomena
  - C. A process of directing human resource efforts toward organizational objectives
  - D. A person who is being a boss with a few people as their employee

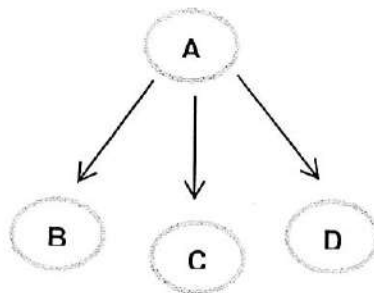
18. What is the qualities of good leader?

- A. Intelligence, dependant, creative and moody
- B. Brilliant, emotional, creative and unconfident
- C. Intelligence, foresight, creative and flexibility
- D. Brilliant, foresight, unconfident and flexibility

19. What is the first step in motivation process?

- A. Taking action on specific needs
- B. A strong need creates tension
- C. Satisfied with the outcome
- D. Achieved goal

20.



What style of leadership shown in figure above?

- A. Participative
- B. Democratic
- C. Autocratic
- D. Free rein

21. What is feed-foward control?

- A. Specify check points that must be successfully passed
- B. Controlling takes place after an action is completed
- C. Focus on what occur during the work process
- D. Controlling at the input level of production

22. According to Stoner, controlling can be defined as \_\_\_\_\_
- A. A process of monitoring performance and taking action to ensure desired results
  - B. The process to assure that actual activities conform to planned activities
  - C. The process to help delegation and decentralization to run smoothly
  - D. A process to deal with uncertainty and change during the business
23. What is the last step of control process?
- A. Compare actual and standard
  - B. Measure the performance
  - C. Take corrective action
  - D. Establish standards
24. Which of the following is an example of screening control?
- A. The specification of input factor such as finance, human resources and material
  - B. Zero inflation campaign by Malaysian government to prevent inflation
  - C. The final course grade tell how you perform after the course is over
  - D. The bank procedure in the approval of a large check amount
25. What is communication in management?
- A. Providing the employees with required information to conduct and perform tasks within the organization
  - B. Sender transmitted the message to receiver and give back the feedback
  - C. The ability to utilize the message in order to achieve goals
  - D. The medium carrier through which a message travels
26. Which one is example of verbal communication?
- A. Sit back and relax
  - B. Writing a memo
  - C. Tapping a foot
  - D. Smiling



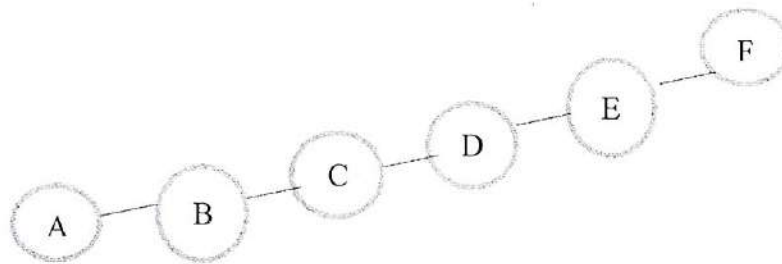
27. What is the importance of controlling?

- A. Comparing the trait of those people who are leaders or not leaders
- B. To divide the work according to nature and similarity of tasks
- C. Help the delegation and decentralization to run smoothly
- D. Determine what is to be done

28. What is downward communication?

- A. Information passed between individual or group which can be job related or personal in nature
- B. Provide subordinates an opportunity to convey information to their superior
- C. Flow of information between individuals on the same level
- D. Manager pass the information down to all employees

29.



Which type of grapevines shown in figure above?

- A. Single strand
- B. Probability
- C. Gossip
- D. Cluster

30. Why leadership is important to organization?

- A. To control the dissatisfaction and boredom because of routine task
- B. To coordinate the division of work and to make those division clear
- C. To motivate and unite employees to generate good work
- D. To indicate line of promotion

[20 MARKS]

**PART B**

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

Answer ALL questions in Answer Booklet.

<b>unauthorized</b>	<b>incentives</b>	<b>standards</b>	<b>corrective control</b>
<b>leadership</b>	<b>group maintenance</b>	<b>task related</b>	<b>physiological</b>
<b>decision making</b>	<b>pessimistic</b>	<b>companionship</b>	<b>authority</b>
<b>programs</b>	<b>non programed</b>	<b>standing</b>	<b>planning</b>
<b>process</b>	<b>performance</b>	<b>organization</b>	<b>interpersonal</b>

1. An \_\_\_\_\_ role helps the manager in managing the organization smoothly
2. The \_\_\_\_\_ can be defined as a social unit in which two or more people interact to achieve a goals
3. A manager is a person in an organization who is responsible for the work or \_\_\_\_\_ of one or more other persons
4. Management is a \_\_\_\_\_ that contains several functions
5. Strategic plans is a long term \_\_\_\_\_ done by top management
6. \_\_\_\_\_ plan are designed to be used again and again
7. \_\_\_\_\_ decision is a type of decision that deals with a unique, unusual problem
8. Projects are similar to \_\_\_\_\_ but smaller because each project has limited scope

9. Delegation is a concept describing the passing of formal \_\_\_\_\_ to another person
10. Social need is the need for \_\_\_\_\_ or the need for personal belongingness
11. Theory X managers have a traditional or a \_\_\_\_\_ view of motivation with regard to employees.
12. The theory Y manager will delegate the authority and he allows employees to participate in \_\_\_\_\_
13. \_\_\_\_\_ needs are our most basic needs and necessary for our survival
14. A leader is considered to be effective if they using \_\_\_\_\_ and \_\_\_\_\_ function
15. \_\_\_\_\_ is important to organization to make contributions to organization
16. Controlling take place after an action is completed is known as \_\_\_\_\_
17. Corrective action may include changing \_\_\_\_\_ and providing more \_\_\_\_\_
18. Employee theft may be defined as any \_\_\_\_\_ taking of company property by employees for their personal use

[20 MARKS]

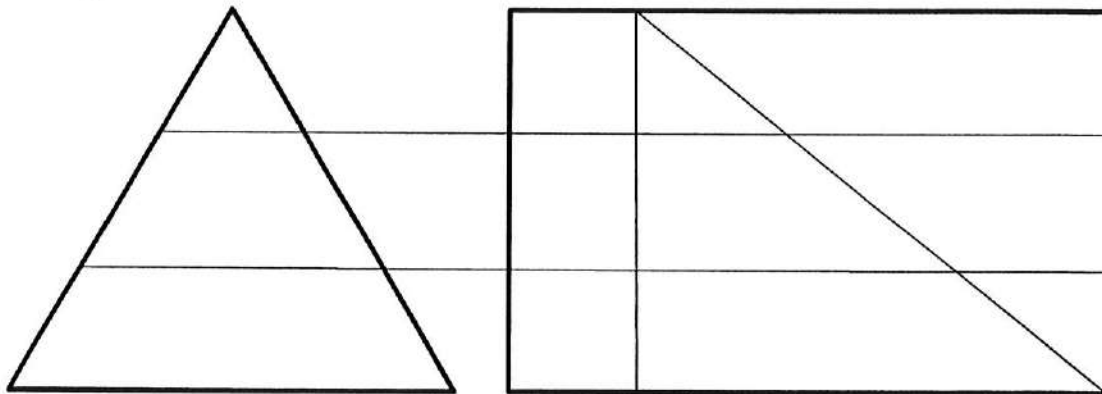
**PART C**

This part contains of **FIVE(5)** questions.

Answer ALL questions in Answer Booklet.

**QUESTION 1**

Give **THREE (3)** relative skills needed for effective performance at different levels of management



[6 Marks]

**QUESTION 2**

List **THREE (3)** types of single use plan and **THREE (3)** types of standing plan

Single Use Plan	Standing Plan

[6 Marks]

**QUESTION 3**

Give **THREE (3)** view of employees from manager of Theory X and **THREE (3)** view of employees from manager of Theory Y

Theory X	Theory Y

[6 Marks]

**QUESTION 4**

List **THREE (3)** characteristic of task oriented leader and **THREE (3)** characteristic of employee oriented leader

Task Oriented Leader	Employee Oriented Leader

[6 Marks]

**QUESTION 5**

Define controlling and list **FOUR (4)** types of control

[6 Marks]

[30 MARKS]

**PART C**

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

Answer ALL questions in Answer Booklet.

**QUESTION 1**

Communication is a two way process. The sender of information produces the thought or idea that can be transmitted to another. The receiver is the individual to whom the thought or idea is transmitted. However, poor communication is said to be one of the biggest problems in the workplace. Barriers occur during the communication. Give **FIVE (5)** solutions to overcoming the barriers to communication.

[10 marks]

**QUESTION 2**

Departmentalization is a process of grouping into separates units activities or task that are intended. There are many ways to departmentalize an organization. Briefly explain **FIVE (5)** common bases for dividing the work into departments.

[10 marks]

[20 MARKS]

**END OF QUESTION PAPER**