

D3 2
D1 2

**KOLEJ YAYASAN PELAJARAN JOHOR
FINAL EXAMINATION**

SUBJECT	:	PRINCIPLE OF MANAGEMENT
SUBJECT CODE	:	DHM 1053
DATE	:	21 OCTOBER 2015
DURATION	:	2.00 PM - 5.00 PM (3 HOURS)

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of **FOUR (4)** sections:
Section A (10 Marks)
Section B (20 Marks)
Section C (40 Marks)
Section D (30 Marks)
2. Answer **ALL** questions from **Part A,B and C**. For **Part D**, answer **only TWO (2) questions only**.
3. Candidate is not allowed to bring any material into the examination room **EXCEPT** with the permission from the invigilator.
4. Please check to make sure that this examination pack consists of:
 - i. Question Paper
 - ii. Answer Booklet
 - iii. OMR Form

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

This examination paper consists of 8 printed pages including front page.



SECTION A: (Total: 10 marks)**MULTIPLE CHOICE QUESTIONS****INSTRUCTION: Answer ALL questions****Please use the OMR sheet provided.**

1. What are the four elements of management function?
 - A. Planning, Organizing, Leading and Controlling
 - B. Planning, Obstacle, Leading and Controlling
 - C. Promoting, Obstacle, Leading and Communicating
 - D. Placing, Organizing, Directing and Communicating

2. Communication is used by the manager for the following reasons **EXCEPT**:
 - A. Informational Role
 - B. Decisional Role
 - C. Interpersonal Role
 - D. Technical Role

3. Sender → Encoding → _____ → Decoding → Receiver
Fill in the blank the above sequence
 - A. Line
 - B. Medium
 - C. Path
 - D. Channel

4. 'communication between the members of the same level, it does not follow the formal organizational hierarchy.'
Above statement refer to :
 - A. Vertical communication
 - B. Steep communication
 - C. Flat communication
 - D. Horizontal communication

5. Unethical behavior that hurts the quality and quantity of work produced. This statement refer to :
 - A. Workplace deviance
 - B. Property deviance
 - C. Political deviance
 - D. Production deviance

6. is a process that begins with objectives, defined strategies, policies and detailed plans to achieve them.
- A. Planning
 - B. Leading
 - C. Organizing
 - D. Controlling
7. Single use plan consists of :
- A. Policies
 - B. Program
 - C. Procedures
 - D. Rules
8. Why do managers have to organize the activities they want to perform?
- A. To decide how much authority should designate
 - B. To determine what to be done
 - C. To build continuity and synergy
 - D. To decide how to achieve coordination
9. Below are bases for departmentalization **except**:
- A. Product
 - B. Function
 - C. Customers
 - D. Location
10. It is a cyclical process affecting the inner needs or drives that energizes, channel and maintain behavior. This statement refer to:
- A. Leading
 - B. Organizing
 - C. Controlling
 - D. Motivation

SECTION B: (Total: 20 marks)

FILL IN THE BLANK QUESTIONS

INSTRUCTION: Answer ALL questions. Fill in the blanks with the correct words given below.

Please use the answer booklet provided

Programmed decision	Abilities	Controlling	Workplace violence	Non-programmed decision
Disseminator	Ethics	Informational role	Liaison	Leadership
Task related	Shelter	Self actualization needs	Task oriented	Organizational productivity
Physiological	Organizational effectiveness	Interpersonal role	Decisional role	Meaningful

1. Last stage of hierarchy of human needs is
2. is defined as the process of directing and influencing the task related activities of group members.
3. Evaluation and selection of leaders are based on their physical, mental and characteristics.
4. are suggesting solutions, offering information and opinion, counseling and giving advice
5. The primary goal of a manager using this style is getting the job done to his or her satisfaction is called
6. is defined as a process of monitoring performance and taking action to ensure desired result.
7. Elements of the physiological needs include food, cloth and
8. Overall output of goods or services produced divided by the inputs needed to generate that output is called
9. means measurement how appropriate organizational goals and how well an organization is-achieving those goals.
10. Witnessed yelling or other verbal abuse is example of

11. The manager has to seek information as well as send information for his day to day routine work is called
12. is managers communicate with their subordinates, customers and others for effective management and interaction purpose.
13. Managers execute decisions and this decisions has to be communicated to all persons in the organization is called
14. Examples of interpersonal skills are figurehead, leader and
15. Examples of informational roles are monitor and
16. is set of moral principles or values that defines right and wrong for a person or group.
17. The goal must be precise, specific and
18. is a repetitive decision that can be handled by a routine approach.
19. deal with a unique, unusual or exceptional problem.
20. Groups are able to view problems from multiple prospective due to different skills and

SECTION C: (Total: 40 marks)**SHORT ESSAY QUESTION****INSTRUCTION: Answer ALL questions. This section consists of 9 questions.****Please use the answer booklet provided.****QUESTION 1**

Define the following terms:

- a. Management-
- b. Leadership
- c. Organizing
- d. Delegation
- e. Motivation

(5 marks)

QUESTION 2

Fill up the box below

MANAGEMENT LEVEL	POSITION

(6 marks)

QUESTION 3Identify **TWO (2)** leadership styles.

(2 marks)

QUESTION 4List **FOUR (4)** steps of decision making process.

(4 marks)

QUESTION 5

Identify **Five (5)** bases for departmentalization.

(5 marks)

QUESTION 6

List **FIVE (5)** characteristics of theory x.

(5 marks)

QUESTION 7

What are **FOUR (4)** common sources of information for measuring performance?

(4 marks)

QUESTION 8

Identify **FOUR (4)** types of grapevine.

(4 marks)

QUESTION 9

List down **FIVE (5)** issues that organization should consider when organizing his department

(5 marks)

SECTION D: (Total: 30 marks)**LONG ESSAY QUESTION**

INSTRUCTION: This section consists of 3 questions. Answer 2 (TWO) questions only. Please use the answer booklet provided.

QUESTION 1

- a) What is ethics? (2 marks)
- b) Identify **FIVE (5)** examples of unethical management behavior? (5 marks)
- c) Briefly explain **FOUR (4)** types of workplace deviances. (8 marks)

QUESTION 2

- a) List down **FIVE (5)** Hierarchy of human needs. (5 marks)
- b) Draw the hierarchy of human needs and explain in details. (10 marks)

QUESTION 3

- a) What is controlling? (3 marks)
- b) Briefly explain **FOUR (4)** steps of control process (8 marks)
- c) Identify **FOUR (4)** types of control (4 marks)

END OF QUESTION PAPER

