

**FINAL EXAMINATION**

~~BACHELOR OF ACCOUNTANCY (HONOURS)~~
~~BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)~~
~~BACHELOR OF BUSINESS ADMINISTRATION (HONOURS) HUMAN
RESOURCE MANAGEMENT~~
~~BACHELOR IN BUSINESS ADMINISTRATION (HONOURS) DIGITAL
MARKETING~~

COURSE : PRINCIPLES OF MANAGEMENT

COURSE CODE : MGT2323

DURATION : 3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **THREE (3)** parts : PART A (20 questions)
: PART B (20 questions)
: PART C (6 questions)
2. Answer ALL questions.
 - i. Answer PART A in the True/False Answer Sheet.
 - ii. Answer PART B in the Objective Answer Sheet.
 - iii. Answer PART C in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper.
 - ii. An Answer Booklet.
 - iii. A True/False Answer Sheet.
 - iv. An Objective Answer Sheet.
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD/ PASSPORT NO :

ID. NO. :

LECTURER :

SECTION :

DO NOT OPEN THIS QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 8 printed pages including the front page

CONFIDENTIAL

PART A : TRUE OR FALSE**Instruction: Answer ALL questions.**

- | | | |
|-----|--|--------------|
| 1. | Managers do the same functions regardless of their rank or level in the organization. | True / False |
| 2. | Management is only required in business organizations and not in non-profit organizations. | True / False |
| 3. | Management helps in achieving personal objectives rather than organizational objectives. | True / False |
| 4. | Forecasting helps managers predict future conditions. | True / False |
| 5. | One benefit of planning is to improve coordination among departments. | True / False |
| 6. | Group decision making can lead to better-quality decisions. | True / False |
| 7. | Organizing involves arranging and structuring work to accomplish the organization's goals. | True / False |
| 8. | The visual representation of an organization's structure is known as organization chart. | True / False |
| 9. | Centralization is the degree to which lower-level employees provide input before decisions is made. | True / False |
| 10. | Leaders must have a sense of guilty because it produces a strong responsibility for others. | True / False |
| 11. | A leader who dedicates work methods, makes unilateral decisions, and limits employee participation is referred to as a democratic style. | True / False |
| 12. | The legitimate power of a leader has to punish or control. | True / False |

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|-----|---|--------------|
| 13. | The managerial grid used the behavioral dimensions which are concerned for people and concerned for production. | True / False |
| 14. | Maslow's Hierarchy of Needs highlights five level of needs such as physiological, safety, social, esteem, and self-awareness. | True / False |
| 15. | A person's needs for affection, belongingness, and rejection are considered as social needs. | True / False |
| 16. | Physiological needs are the lowest level in Maslow's Hierarchy of Needs. | True / False |
| 17. | Self-actualization represents the highest level in Maslow's Hierarchy of Needs. | True / False |
| 18. | Management function that involves monitoring and contrasting work performance is controlling. | True / False |
| 19. | Empowering employees in a workplace does not represent the importance of controlling. | True / False |
| 20. | Workplace protection guarantees that no disruption will ever occur. | True / False |

(TOTAL: 20 MARKS)

PART B : MULTIPLE CHOICE

Instruction: Answer ALL questions.

1. The primary objective of management is to _____.
 - A. reduce government control
 - B. increase market competition
 - C. increase employee satisfaction
 - D. achieve organizational goals efficiently and effectively

2. Which of the following management function involves setting objectives and determining courses of action?
 - A. Staffing.
 - B. Planning.
 - C. Organizing.
 - D. Controlling.

3. Which of the following is **NOT** a function of management?
 - A. Staffing.
 - B. Planning.
 - C. Organizing.
 - D. Accounting.

4. The first step in the planning process is _____.
 - A. setting objectives
 - B. developing premises
 - C. identifying alternatives
 - D. evaluating alternatives

5. Policies are best described as _____.
 - A. detailed action steps
 - B. mandatory instructions
 - C. plans for daily activities
 - D. general guidelines for decision making

6. Aiman decides that fuel efficiency, resale value, and safety are the relevant criteria in her decision in buying a new car. Aiman is at the _____ step in the decision-making process.
- A. allocating weights
 - B. identifying the problem
 - C. developing alternatives
 - D. identifying decision criteria
7. A functional structure groups similar activity according to _____.
- A. customer department
 - B. geographic department
 - C. organizational functions
 - D. similarities in terms of products
8. Which of the following statement accurately defines work specialization?
- A. It clarifies who reports to whom.
 - B. It is the basis of grouping jobs together.
 - C. It is the line of authority extending from upper organizational levels to the lower levels.
 - D. Individual employees specialize in doing part of an activity rather than the entire activity.
9. Which of the following is **NOT** the advantage of centralization?
- A. Hinder the abuse of power by subordinates.
 - B. Facilitates the coordination of task given to employees.
 - C. Top level management takes a longer time to make decision.
 - D. Top level management have more experience than those at lower levels management.
10. Which of the following is a characteristic of charismatic leaders?
- A. Inflexibility.
 - B. Focus on self-interest.
 - C. Reluctance to take risks.
 - D. Sensitivity to follower needs.

11. A leader who exchanges reward for productivity is a _____.
- A. servant leader
 - B. authentic leader
 - C. transactional leader
 - D. transformational leader
12. According to Fiedler, the best leadership style is a function of _____.
- A. chain of command, relationship, and power
 - B. formal authority, production orientation, and consideration
 - C. leader-member relations, task structure, and position power
 - D. situation, personality of leader, and readiness of employees
13. Traits theory of leadership ignores the _____.
- A. physical traits of leaders
 - B. aspects of honesty and integrity
 - C. fact that leaders should be able to create visions and solve problems
 - D. interactions of leaders and their group members as well as situational factors
14. Motivation is best defined as the _____.
- A. level of intelligence of employees
 - B. reward system used by management
 - C. ability of a person to complete tasks independently
 - D. process that energizes, directs, and sustains effort toward goals
15. Which element of motivation refers to how long a person maintains effort toward a goal?
- A. Ability.
 - B. Energy.
 - C. Direction.
 - D. Persistence.
16. Maslow's hierarchy of needs suggests that human needs are _____.
- A. random and unrelated
 - B. learned through experience
 - C. arranged in a hierarchical order
 - D. the same for all individuals at all times

17. The most basic needs in Maslow's hierarchy are _____.
- A. social needs
 - B. safety needs
 - C. esteem needs
 - D. physiological needs
18. Controlling is the process of _____.
- A. dividing work activities into separate job tasks
 - B. monitoring, comparing, and correcting work performance
 - C. setting goals, establishing strategies and developing plans
 - D. arranging and structuring work to accomplish the organization's goals
19. Why is controlling important to managers?
- A. It guarantees profit.
 - B. It eliminates employee errors.
 - C. It replaces the need for planning.
 - D. It ensures goals and plans are on track.
20. The organization uses _____ratio to test its ability to meet short-term financial obligations.
- A. activity
 - B. liquidity
 - C. leverage
 - D. profitability

(TOTAL: 20 MARKS)

PART C: SHORT STRUCTURED

Instruction: Answer ALL questions.

1. Explain **FOUR (4)** functions of management.
(10 marks)

2. Discuss any **FOUR (4)** characteristics of good objectives.
(10 marks)

3. Discuss any **FOUR (4)** types of organizing for flexibility in the twenty-first century.
(10 marks)

4. Describe **FOUR (4)** leadership styles based on Hersey and Blanchard's Situational Leadership Theory.
(10 marks)

5. Explain any **FOUR (4)** core job dimensions of Job Characteristic Model.
(10 marks)

6. Discuss any **FOUR (4)** suggestions for internal benchmarking.
(10 marks)

(TOTAL: 60 MARKS)
(TOTAL : 100 MARKS)

END OF QUESTION PAPER