

**FINAL EXAMINATION****BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)
BACHELOR OF BUSINESS ADMINISTRATION (HONOURS) HUMAN
RESOURCE MANAGEMENT****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.
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*

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

- | | | |
|-----|--|--------------|
| 1. | Management is the process of planning, organizing, leading, and controlling organizational resources. | True / False |
| 2. | Managers only work in large organizations. | True / False |
| 3. | Top managers are mainly responsible for strategic planning in an organization. | True / False |
| 4. | Planning guarantees that an organization will never face problems. | True / False |
| 5. | Contingency planning prepares organizations for unexpected events. | True / False |
| 6. | Managers may face constraints such as time, money, and information when making decisions. | True / False |
| 7. | A wide span of control means a manager supervises fewer employees. | True / False |
| 8. | Organizing is the process of arranging resources and tasks to achieve organizational goals. | True / False |
| 9. | Unity of command means an employee should receive orders from only one superior. | True / False |
| 10. | An autocratic leader usually encourages employees to participate actively in decision-making before making final decisions. | True / False |
| 11. | Laissez-faire leadership is a style where leaders closely supervise employees and control every aspect of their work activities. | True / False |
| 12. | Transformational leaders inspire employees to achieve beyond expectations. | True / False |
| 13. | Transactional leadership mainly emphasizes rewards, punishments, and performance standards to influence employee behavior and performance. | True / False |

14. Managers use motivation techniques to improve employee performance and productivity. True / False
15. Maslow's Hierarchy of Needs theory states that human needs are arranged in different levels. True / False
16. Herzberg's Two-Factor Theory divides factors into motivators and hygiene factors. True / False
17. Theory Y managers believe that employees are naturally lazy and must be forced to work. True / False
18. An organization without control systems can easily achieve its objectives effectively. True / False
19. Feedforward control focuses on preventing problems before they occur. True / False
20. Concurrent control takes place after the work activity has been completed. True / False

(TOTAL: 20 MARKS)

PART B : MULTIPLE CHOICE

Instruction: Answer ALL questions.

1. A manager who supervises daily activities of employees is known as _____.
 - A. top manager
 - B. middle manager
 - C. first-line manager
 - D. financial manager

2. Which of the following is **NOT** a management function?
 - A. Planning.
 - B. Organizing.
 - C. Advertising.
 - D. Controlling.

3. The ability to work well with others is known as _____ skill.
 - A. human
 - B. analytic
 - C. technical
 - D. conceptual

4. Operational plans are designed for _____.
 - A. external stakeholders
 - B. government regulations
 - C. long-term company survival
 - D. day-to-day organizational activities

5. Strategic plans are typically developed by _____.
 - A. supervisors
 - B. first-line managers
 - C. top-level managers
 - D. middle-level managers

6. Which of the following steps comes first in the decision-making process?
- A. Evaluating alternatives.
 - B. Identifying the problem.
 - C. Selecting an alternative.
 - D. Implementing the decision.
7. The principle that states each employee should report to only one manager is _____.
- A. delegation
 - B. span of control
 - C. departmentation
 - D. unity of command
8. A formal structure in which tasks and responsibilities are clearly defined is known as _____.
- A. financial plan
 - B. operational system
 - C. marketing structure
 - D. organizational structure
9. Which of the following is **NOT** a characteristic of organizing?
- A. Coordination
 - B. Setting goals
 - C. Division of work
 - D. Allocation of resources
10. All of the following describe the importance of leadership **EXCEPT** _____.
- A. establish vision and possibilities for the future
 - B. provide mentorship and support to help accomplish goals
 - C. perform job together with lower level of employee to complete the task
 - D. respect and acknowledges contributions of followers and treats them fairly
11. _____ is leadership style in which a leader gives clear instructions and closely supervises employees.
- A. Autocratic
 - B. Democratic
 - C. Laissez-faire
 - D. Transformational

12. _____ is a leadership style where the manager gives full freedom to make decisions.
- A. Autocratic
 - B. Democratic
 - C. Charismatic
 - D. Laissez-faire
13. Which of the following leadership styles is most effective when employees are highly skilled and motivated?
- A. Directive
 - B. Autocratic
 - C. Bureaucratic
 - D. Laissez-faire
14. A manager who motivates employees by offering bonuses and promotions is using_____.
- A. delegation
 - B. job rotation
 - C. financial incentives
 - D. punishment approach
15. Herzberg's Two-Factor Theory divides factors into_____.
- A. internal and external factors
 - B. social and economic factors
 - C. positive and negative factors
 - D. motivators and hygiene factors
16. McGregor's Theory X assumes that employees_____.
- A. prefer teamwork only
 - B. do not need supervision
 - C. are self-motivated and enjoy work
 - D. dislike work and must be controlled
17. Extrinsic motivation comes from_____.
- A. internal satisfaction
 - B. personal goals only
 - C. employee creativity
 - D. external rewards such as pay and bonuses

18. Comparing actual performance with standards helps managers to_____.
- A. identify deviations
 - B. avoid decision making
 - C. increase production only
 - D. reduce employee training
19. Feedback control is applied_____.
- A. before action
 - B. during action
 - C. only in planning stage
 - D. after work is completed
20. Which of the following is **NOT** part of the controlling process?
- A. Setting standards
 - B. Hiring employees
 - C. Taking corrective action
 - D. Measuring performance

(TOTAL: 20 MARKS)

PART C: SHORT STRUCTURED

Instruction: Answer ALL questions.

1. Explain **FOUR (4)** purposes of management functions.
(10 marks)
2. Discuss any **FOUR (4)** elements of good objectives.
(10 marks)
3. Explain any **FOUR (4)** elements of organizational design.
(10 marks)
4. Describe any **FOUR (4)** types of power in an organization.
(10 marks)
5. Using a diagram, explain **FIVE (5)** levels in Maslow's Hierarchy of Needs.
(10 marks)
6. Discuss **FOUR (4)** types of discipline problems and provide **ONE (1)** example for each.
(10 marks)

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

END OF QUESTION PAPER