



FINAL
Examination Paper

(COVER PAGE)

Session : April 2017

Programme : Certificate in Business Studies (CBSI)

Course : MGT1001: Management

Date of Examination : 2 August 2017 (Wednesday)

Time : 11:00am – 1:00pm

Duration : 2 Hours Reading Time : Nil

Special Instructions :

This paper consists of TWO (2) sections.

SECTION A: Answer ALL TWENTY questions in the OMR sheet provided.

SECTION B: Answer THREE (3) out of FIVE (5) questions in the answer booklet provided.

IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL

Materials Permitted : Nil

Materials Provided : OMR Sheet

Examiner(s) : Mr. Lee Chun Feng

Moderator : Assoc. Prof. Dr. Intan Osman

This paper consists of 7 printed pages, including the cover page.

INTI INTERNATIONAL COLLEGE PENANG
CERTIFICATE IN BUSINESS STUDIES (CBSI)
MGT1001: MANAGEMENT
FINAL EXAMINATION: APRIL 2017 SESSION

Section A (40 marks)

Instructions: This section consists of **TWENTY (20)** questions. Answer **ALL** questions in the OMR sheet provided.

1. _____ is choosing among two or more alternatives.
 - A. Decision-making
 - B. Contingency
 - C. Organizational selection
 - D. Utility analysis

2. _____ maps out courses of action for the organization and is known as the “first” management function.
 - A. Planning
 - B. Organizing
 - C. Leading
 - D. Controlling

3. What is / are the skill that is required by a manager?
 - A. Human skill
 - B. Conceptual skill
 - C. Technical skill
 - D. All of the above

4. Which of the following are correct?
 - A. Safety & security → Esteem → Social → Physiological → Self-actualization
 - B. Social → Esteem → Self-actualization → Safety & security → Physiological
 - C. Physiological → Safety & security → Social → Esteem → Self-actualization
 - D. Physiological → Esteem → Safety & security → Social → Self-actualization

5. Which of the following are NOT types of control?
- A. Feedforward controls
 - B. Current controls
 - C. Feedback controls
 - D. Concurrent controls
6. _____ is/are the management functions.
- A. Controlling
 - B. Decision making
 - C. Planning
 - D. (A) and (C)
7. Ben has spent the last two hours going over some consumer surveys to see how well her company is achieving its goal of improving customer satisfaction. Ben's efforts are an example of the _____ function of management.
- A. Leading
 - B. Staffing
 - C. Controlling
 - D. Organizing
8. The management function concerned with anticipating future trends and determining the best strategies to achieve an organization's goals and objectives is known as:
- A. Directing
 - B. Forecasting
 - C. Planning
 - D. Organizing
9. What is the next process after "Identifying the alternatives"?
- A. Selecting the Best Solution
 - B. Implementing the Plan
 - C. Evaluating the Alternatives
 - D. Controlling and Evaluating the Results

10. What is/are the sources of alternatives in decision making process?
- A. Past experience
 - B. The practice of successful managers
 - C. Group opinions through the use of task forces and committees
 - D. All of the above
11. _____ refers to direct supervisory authority from superior to subordinate.
- A. Line authority
 - B. Staff authority
 - C. Functional authority
 - D. Special authority
12. The first step in the rational decision-making model is to:
- A. Recruit team members to work on the problem
 - B. Gather data
 - C. Develop alternative responses
 - D. Define the problems
13. Which is NOT the advantage of delegation?
- A. Create a more involved and empowered workforce
 - B. Reduced costs
 - C. Greater commitment from team
 - D. Push responsibility to smarter workers to get work done faster
14. Which of the following are NOT barriers to effective planning?
- A. Lack of commitment to planning process
 - B. Ability to plan
 - C. Inferior information
 - D. Lack of focus on the long term
15. _____ is the authority to serve in an advisory capacity and usually across various department or section.
- A. Line authority
 - B. Staff authority

- C. Functional authority
 - D. Non of the above
16. Which of the following is/are types of planning?
- A. Operational planning
 - B. Strategic planning
 - C. Tactical planning
 - D. All of the above
17. _____ involved in scheduling employees, deciding what work will be done, and developing structures to reach these goals
- A. Top-level managers
 - B. Middle-level managers
 - C. Second-level managers
 - D. First-level managers
18. How could fact be useful for making effective planning?
- A. The facts must be valid, reliable, and current
 - B. The facts must be beneficial to the manager
 - C. The facts must bring favorable outcomes to the organization
 - D. The facts must bring monetary value to the organization.
19. Manager exists in _____.
- A. Private company
 - B. Public company
 - C. Non-profit company
 - D. Almost every company
20. _____ concerned with the entire operation.
- A. Strategic plan
 - B. Tactical plan
 - C. Operational plan
 - D. Contingency plan

Section B (60 marks)

Instructions: This section consists of **FIVE (5)** questions. Answer any **THREE (3)** questions in the answer booklet provided. All questions carry equal marks.

Question 1

- (a) Discuss any **TWO (2)** advantages of narrow span of control and **TWO (2)** advantages of wide span of control. (8 marks)
- (b) List the **FIVE (5)** reasons why staffs do not accept responsibility. (5 marks)
- (c) Define the term “organizing” and discuss the **FIVE (5)** steps of organizing process. (7 marks)

Question 2

- (a) Differentiate between mission statement and vision statement (2 marks)
- (b) Using a diagram, describe the planning process (7 marks)
- (c) List the **FIVE (5)** barriers to effective planning (5 marks)
- (d) Explain the **THREE (3)** types of plan. (6 marks)

Question 3

- (a) Describe the **THREE (3)** levels of management with the aid of diagram. (9 marks)
- (b) Define the term management. (1 mark)
- (c) Identify the **FIVE (5)** functions of management (10 marks)

Question 4

- (a) Identify the **FIVE (5)** aspects of Maslow's Hierarchy of Needs Theory with the aid of diagram. (15 marks)
- (b) Explain the difference between Theory X and Theory Y. (5 marks)

Question 5

- (a) List the **SEVEN (7)** stages of communication. (7 marks)
- (b) Explain the difference between verbal communication and non-verbal communication. (4 marks)
- (c) Describe the **FIVE (5)** commandments of good communication. (5 marks)
- (d) Discuss the **FOUR (4)** barriers to communication. (4 marks)

~ The End ~
MGT1001(f)apr 2017

