



**FINAL**  
Examination Paper

(COVER PAGE)

Session : April 2016

Programme : Certificate in Business Studies (CBSI)

Course : MGT1001: Management

Date of Examination : 26 July 2016, Tuesday

Time : 11.00am – 1.00pm

Duration : 2 Hours Reading Time : Nil

Special Instructions :

**SECTION A:** Multiple Choice Questions. Answer **ALL TWENTY** questions.

**SECTION B:** Short essay questions. Answer **THREE (3)** out of **FIVE (5)** questions. All questions carry equal marks.

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

Materials Permitted : Nil

Materials Provided : OMR Sheet and Answer Booklet

Examiner(s) : Mr. Lee Chun Feng

Moderator : Dr. Intan Osman

*This paper consists of 8 printed pages, including the cover page.*

INTI INTERNATIONAL COLLEGE

CERTIFICATE IN BUSINESS STUDIES (CBSI)  
MGT1001: MANAGEMENT  
FINAL EXAMINATIONS: APRIL 2016 SESSION

**Section A (40 marks)**

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

1. \_\_\_\_\_ is/are the management functions.
  - A. Controlling
  - B. Decision making
  - C. Planning
  - D. (A) and (C)
  
2. 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
  
3. 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

4. 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
5. \_\_\_\_\_ 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
6. Which of the following is/are types of planning?
- A. Operational planning
  - B. Strategic planning
  - C. Tactical planning
  - D. All of the above
7. \_\_\_\_\_ 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
8. 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.

9. Manager exists in \_\_\_\_\_.
- A. Private company
  - B. Public company
  - C. Non-profit company
  - D. Almost every company
10. There are \_\_\_\_\_ levels of manager.
- A. 1
  - B. 2
  - C. 3
  - D. 4
11. \_\_\_\_\_ maps out courses of action for the organization and is known as the “first” management function.
- A. Planning
  - B. Organizing
  - C. Leading
  - D. Controlling
12. 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
13. \_\_\_\_\_ concerned with the entire operation.
- A. Strategic plan
  - B. Tactical plan
  - C. Operational plan
  - D. Contingency plan

14. 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
15. 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
16. \_\_\_\_\_ refers to direct supervisory authority from superior to subordinate.
- A. Line authority
  - B. Staff authority
  - C. Functional authority
  - D. Special authority
17. \_\_\_\_\_ refers to the authority to serve in an advisory capacity across different departments.
- A. Line authority
  - B. Staff authority
  - C. Functional authority
  - D. Special authority
18. 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

19. 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
20. Which of the following are NOT types of control?
- A. Feedforward controls
  - B. Current controls
  - C. Feedback controls
  - D. Concurrent controls

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

**Question 2**

- (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 3**

- (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 of barriers to delegation 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 4**

- (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 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)apr2016*