



**INTI**  
International College Penang

FINAL  
Examination Paper

(COVER PAGE)

Session : April 2018

Programme : CERTIFICATE IN BUSINESS STUDIES (CBSI)

Course : **MGT1001: Management**

Date of Examination : 30 July 2018, Monday

Time : 2:00PM – 4:00PM Reading Time : Nil

Duration : 2 Hours

Special Instructions :

**Section A:** Answer **ALL** the questions in the OMR sheet provided

**Section B:** This section consists of **FIVE (5)** questions. Answer any **THREE (3)** questions in the answer booklet provided.

Materials permitted :

NIL

Materials provided :

OMR & Answer booklet

Examiner(s) : **Mr. Goh Hock Seng**

Moderator : **Assoc. Prof. Dr. Intan Osman**

*This paper consists of 6 printed pages, including the cover page.*



INTI INTERNATIONAL COLLEGE PENANG  
CERTIFICATE IN BUSINESS STUDIES (CBSI)  
**MGT1001: MANAGEMENT**  
FINAL EXAMINATION: APRIL 2018 SESSION

**Section A (40 marks)**

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

1. Ethics training should be designed to

- A. help people deal with ethical issues while under pressure.
- B. help people incorporate ethical standards into their daily work behaviour.
- C. help people to have the moral courage to do what is right.
- D. All of the above

2. A social audit is

- A. a systematic assessment and reporting of an organisation's resource commitments and action accomplishments in areas of social responsibility.
- B. a public opinion survey regarding the social impact of a corporation's actions.
- C. an internal accounting audit requested by shareholders.
- D. a systematic assessment of the corporation's impact on its employees' social lives.

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. \_\_\_\_\_ is/are the management functions.

- A. Controlling
- B. Decision making
- C. Planning
- D. (A) and (C)

5. Setting objectives and determining what should be done to accomplish them is the essence of the management function of

- A. controlling.
- B. leading.
- C. organising.
- D. planning.

6. Which level of management spends more time with long-range planning?

- A. Lower-level managers.
- B. Middle-level managers.
- C. Top-level managers.
- D. All levels of management.

7. Measuring performance and taking action to ensure desired results is the essence of the management function of

- A. productivity improvement.
- B. controlling.
- C. leading.
- D. organising.

8. \_\_\_\_\_ controls are designed to anticipate potential problems and take preventive action to avoid their occurrence.

- A. Feedback
- B. Prior
- C. Feedforward
- D. Post action

9. When a manager divides work up into manageable components and coordinates results to achieve a common purpose, the manager is practising a \_\_\_\_\_ function.

- A. leadership
- B. organising
- C. strategic planning
- D. forecasting

10. \_\_\_\_\_ 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

11 \_\_\_\_\_ is the process of attracting, developing and maintaining a talented and energetic workforce to support organisational mission, objectives and strategies.

- A. Strategic workforce management
- B. Human resource strategising
- C. Human resource management
- D. Human mission matching

12. \_\_\_\_\_ is a set of activities designed to attract a qualified pool of job applicants to an organisation.

- A. Socialisation
- B. Recruitment
- C. Human resource planning
- D. Affirmation action

13. \_\_\_\_\_ is the ability to influence the behaviour of other people because of one's capacity to offer rewards or positive outcomes.

- A. Expert power
- B. Coercive power
- C. Referent power
- D. Reward power

14. \_\_\_\_\_ can increase the effectiveness of a manager by enabling the manager to influence people to what is wanted beyond the scope of formal authority.

- A. Power
- B. Delegation
- C. Authority
- D. Organizing

15. Which of these is necessary for communication to be considered two-way?

- A. Message
- B. Channel
- C. Feedback
- D. Noise

16. A manager might use \_\_\_\_\_ as a type of communication.

- A. Meetings
- B. Telephone conversations
- C. Talking informally
- D. All of the above

17. A \_\_\_\_\_ is a person or group who takes leadership responsibility for changing the existing pattern of behaviour of another person or social system.

- A. change agent
- B. behavioural agent
- C. managerial agent
- D. social worker

18. \_\_\_\_\_ is the phase of stabilising the change and creating the conditions for its long-term continuity.

- A. Unfreezing
- B. Changing
- C. Transforming
- D. Refreezing

19. A(n) \_\_\_\_\_ is a choice among alternative possible courses of action.

- A. problem
- B. performance opportunity
- C. decision
- D. action plan

20. A(n) \_\_\_\_\_ is made when a new and unfamiliar problem arises and a novel solution is crafted to meet the demands of the unique situation at hand.

- A. programmed decision
- B. nonprogrammed decision
- C. structured decision
- D. unstructured decision

**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) Contrast effectiveness and efficiency as they apply to an organisation's performance. Use an example each to support your answer. (8 marks)
- (b) All managers perform four management functions in order to achieve the organisation's stated purpose. Describe in detail, with examples, any **THREE (3)** functions of management. (12 marks)

**Question 2**

"Managers are said to have authority and power over their subordinates."

Explain the **FIVE (5)** different types of power with suitable examples. (20 marks)

**Question 3**

"Communication barriers are the main stumbling block of effective coordination in many organisations". Discuss this statement and provide some effective solutions. Support your answers with appropriate examples. (20 marks)

**Question 4**

- (a) Identify any **TWO (2)** types of control a manager may choose to employ, giving an example for each type. (5 marks)
- (b) Draw the diagram and describe the steps in a control process. (15 marks)

**Question 5**

Decision making is a comprehensive process, not just a simple act of choosing among alternatives. Describe an effective decision-making process with appropriate examples. (20 marks)

