



INTI
International College Penang
LAUREATE INTERNATIONAL UNIVERSITIES*

FINAL
Examination Paper

(COVER PAGE)

Session : January / March 2018

Programme : Certificate in Business Studies (CBSI)

Course : MGT1001: Management

Date of Examination : 7 March 2018 (Wednesday)

Time : 2:00PM – 4:00PM

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. Daisy Kee

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

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

Section A (40 marks)

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

1. 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.

2. _____ refers to direct supervisory authority from superior to subordinate.
 - A. Line authority
 - B. Staff authority
 - C. Functional authority
 - D. Special authority

3. 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.

4. 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.

5. Which of the following is **NOT** a barrier 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.
6. _____ 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
7. Which of the following is/are types of planning?
- A. Operational planning.
 - B. Strategic planning.
 - C. Tactical planning.
 - D. All of the above.
8. _____ are 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
9. How could the 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.

10. _____ is the decision that maximizes the attainment of individual, group, or organizational goals.
- A. Administrative Model
 - B. Economic Model
 - C. Rational Decision Model
 - D. Image Theory Model
11. _____ concerned with the entire operation.
- A. Strategic plan
 - B. Tactical plan
 - C. Operational plan
 - D. Contingency plan
12. _____ is choosing among two or more alternatives.
- A. Decision-making
 - B. Contingency
 - C. Organizational selection
 - D. Utility analysis
13. _____ maps out courses of action for the organization and is known as the "first" management function.
- A. Planning
 - B. Organizing
 - C. Leading
 - D. Controlling
14. 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

15. Which of the following is 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
16. Which of the following are **NOT** types of control?
- A. Feedforward controls
 - B. Current controls
 - C. Feedback controls
 - D. Concurrent controls
17. _____ is/are the management functions.
- A. Controlling
 - B. Decision making
 - C. Planning
 - D. (A) and (C)
18. 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 effort is an example of the _____ function of management.
- A. Leading
 - B. Staffing
 - C. Controlling
 - D. Organizing
19. 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

20. 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

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) List and explain the **FOUR (4)** steps of performance management. (8 marks)
- (b) Explain **TWO (2)** advantages and **TWO (2)** disadvantages of organization applied internal recruitment strategy to recruit potential employees. (8 marks)
- (c) Briefly explain the following terms:
 - i. Job Description (2 marks)
 - ii. Job Specification (2 marks)

Question 2

- (a) List and explain the **THREE (3)** functions of management. (6 marks)
- (b) Differentiate between efficiency and effectiveness. (5 marks)
- (c) Describe the **THREE (3)** levels of management. (9 marks)

Question 3

- (a) Discuss the **FOUR (4)** barriers to communication. (4 marks)
- (b) Describe the **FIVE (5)** commandments of good communication. (5 marks)
- (c) List the **SEVEN (7)** stages of communication. (7 marks)
- (d) Explain the difference between verbal communication and non-verbal communication. (4 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) Explain the difference between the decision in response to opportunity and threats. (4 marks)
- (b) Define the term of decision making and discuss the **SEVEN (7)** steps of decision making process. (10 marks)
- (c) How can the managers differentiate between “Programmed Decision” and “Non-programmed Decisions”? (6 marks)

~ **The End** ~
MGT1001(f)mar 2018