



FINAL
Examination Paper
(COVER PAGE)

Session : April 2017

Programme : Foundation In Business Information Technology (CFPI)

Course : **MGT 1210: Fundamentals Of Business Management**

Date of Examination : 3 August 2017 (Thursday)

Time : 11:00am – 1:00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **TWO (2)** sections.

Section A: Answer all questions in the OMR sheet provided,

Section B: Answer any three (3) questions in the answer booklet provided.

Materials permitted :

Nil

Materials provided :

OMR Sheet

Examiner(s) : **Srithar Thannimalayan**

Moderator : Dr. Daisy Kee

This paper consists of 9 printed pages, including the cover page

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FOUNDATION IN BUSINESS INFORMATION TECHNOLOGY (CFPI)
MGT1210: FUNDAMENTALS OF BUSINESS MANAGEMENT
FINAL EXAMINATION: APRIL 2017 SESSION

Instructions: This paper consists of **TWENTY FIVE (25)** multiple choice questions , **answer all, AND FOUR (4)** essay questions, answer any **three (3)** in the answer booklet provided. All questions carry marks as listed.

SECTION A: MULTIPLE CHOICE QUESTIONS (25 MARKS) , COMPULSORY.

1. is concerned with what constitutes right and wrong human conduct.
 - a. Diversity
 - b. CRM
 - c. Ethics
 - d. Quality

2. Individually and collectively setting and achieving goals by exercising related functions and coordinating various resources is considered:
 - a. human skills.
 - b. technical skills.
 - c. leadership.
 - d. management.

3. Supervisors, team leaders, and team facilitators are considered which of the following?
 - a. first-line management
 - b. middle management
 - c. staff management
 - d. upper management

4. The theory that holds that an organization comprises various parts that must perform task necessary for the survival and proper functioning of the system as a whole is:
 - a. classical management.
 - b. systems theory.
 - c. chaos theory.
 - d. complexity theory.

5. An Organisation's Code of Conduct should cover how to deal with:
 - a. employees.
 - b. customers.
 - c. supplies.
 - d. all of these choices.

6. _____ provides employees with knowledge, skills and proper attitudes to improve.
 - a. Selection
 - b. Recruitment
 - c. Development
 - d. Training

7. What is the term for the monitoring of events both internal and external to the organisation that affects strategy?
 - a. Operational control
 - b. Strategic surveillance
 - c. Strategic control
 - d. Environmental scanning

8. Where was Total Quality Management first developed?
 - a. USA
 - b. UK
 - c. Japan
 - d. Korea

9. Improving quality through small, incremental improvements is a characteristic of what type of quality management system?
 - a. Just-in-time
 - b. Six Sigma
 - c. Total Quality Management
 - d. Kaizen

10. When a manager monitors the work performance of workers in his department to determine if the quality of their work is 'up to standard', this manager is engaging in which function?
 - a. Planning
 - b. Controlling
 - c. Organising
 - d. Leading

11. What is the term for power derived from status or position in an organisation?
 - a. Referent
 - b. Expert
 - c. Reward
 - d. Legitimate

12. What do you call a style of leadership that takes account of others' views, opinions and ideas?
 - a. Laissez-faire
 - b. People-oriented
 - c. Democratic
 - d. Autocratic

13. _____ is the surveillance of outside areas and factors.
 - a. Economic study
 - b. Environmental scanning
 - c. Boundary spanning
 - d. Natural change

14. A Gantt chart is a type of
 - a. Work flow design
 - b. Work schedule design
 - c. Work rate design
 - d. Work output design

15. The process of creating or rewriting an organization's mission, identifying and evaluating the long-term goals and strategies to reach those goals, and determining the resources required is called:
 - a. strategic management.
 - b. organizational planning.
 - c. scoping the organization.
 - d. strategic planning.

16. To what does authority refer?
 - a. The ability to organise people
 - b. The power to command and direct
 - c. The need for order
 - d. The right to change jobs

17. What is a succession plan?
 - a. Dismissing an employee for a more favourable employee.
 - b. A formal process of planning to fill a role that will become vacant.
 - c. A vote of no confidence in a board member.
 - d. The formal process of acquiring a new staff member.

18. Which of the following is not a recognised type of plan?
 - a. Business
 - b. Succession
 - c. Ad hoc
 - d. Financial

19. What is a definition of an objective?
 - a. A defined specified outcome to be achieved in the long-term.
 - b. A clear set of goals to be attained given a set number of resources.
 - c. A clearly defined and measurable outcome to be achieved over a specified time frame.
 - d. A set standard of performance agreed by workers and managers.

20. The total process of identifying problems through the implementation of alternative choices is _____.
- a. decision making
 - b. game theory
 - c. payback analysis
 - d. outside-the-box thinking
21. An unwritten code of conduct acceptable to conforming group members is known as a team _____.
- a. limit
 - b. norm
 - c. process
 - d. standard
22. Effective team members:
- a. renew trust.
 - b. share leadership.
 - c. use positive reinforcement.
 - d. All of the above.
23. Managers are using _____ reinforcement when they choose to purposefully reward a subordinate's behavior in the hopes the behavior will continue.
- a. positive
 - b. extinction
 - c. avoidance
 - d. punishment

24. Communication is successful when there is:

- a. mutual understanding.
- b. feedback.
- c. face-to-face communication.
- d. verbal expression.

25. _____ happens when an organisation negatively singles out a particular demographic group by using particular employment criteria.

- a. Discrimination
- b. Disparate impact
- c. Prejudice
- d. Affirmative action

SECTION B: ANSWER ANY THREE (3) ESSAYS ONLY.

1. (a) All managers perform major management functions to set and achieve goals.
Explain all **five (5)** management functions. **(15 marks)**

(b) To perform management functions effectively, managers need three (3)
Important management skills. Briefly explain these skills. **(10 marks)**

2. Organisation is recognized as a systems that provides a framework to examine
the relationship between an organisation and its environment.

(a) Identify and explain **five (5)** elements of the internal environment of an
organization. **(15 marks)**

(b) Discuss **three (3)** elements of the external environment of an organization.
(10 marks)

3. Many organizations fail because they fail to plan. For a plan to be successful , a
basic planning process is needed. Detail the **seven (7)** steps in planning process.
(25 marks)

4. (a) Reinforcement theory holds that a person's behavior is influenced by rewards or
penalties. There are **four (4)** main types of reinforcement. Explain all **four (4)**.
(16 marks)

(b) Controls are very crucial in determining failures and success of an operation.
Explain **three (3)** types of controls. **(9 marks)**

~ **The End** ~
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