



INTI
International College Penang
LAUREATE INTERNATIONAL UNIVERSITIES*

FINAL
Examination Paper
(COVER PAGE)

Session : AUGUST 2014

Programme : FOUNDATION IN BUSINESS INFORMATION TECHNOLOGY (CFPI)

Course : MGT1210: FUNDAMENTALS IN BUSINESS MANAGEMENT

Date of Examination : December 10, 2014 (Wednesday)

Time : 2.00pm – 4.00pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

This paper consists of **THREE(3)** Sections, Section A, B and C. Answer all questions in Section A and B. Section C answer **THREE (3)** questions out of **FOUR (4)**.

Materials permitted :

Nil

Materials provided :

Answer Booklet

Examiner(s) :

Ms. Ng Huey Miin

Moderator :

Prof. Dr Intan Osman

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

INTI INTERNATIONAL COLLEGE PENANG
FOUNDATION IN BUSINESS INFORMATION TECHNOLOGY PROGRAMME
(CFPI)

MGT 1210 FUNDAMENTALS IN BUSINESS MANAGEMENT
FINAL EXAMINATION: AUGUST 2014 SESSION

Section A (20 marks)

Answer ALL multiple-choice questions.

- (1) One of the managerial roles identified by Henry Mintzberg is Decisional Role.
The four decisional roles include:
- (A) Entrepreneur, Disturbance Monitor, Resource Allocator, Negotiator
 - (B) Entrepreneur, Disturbance Handler, Resource Allocator, Negotiator
 - (C) Entrepreneur, Leader, Liaison, Figurehead
 - (D) Entrepreneur, Leader, Disseminator, Figurehead
 - (E) Entrepreneur, Monitor, Liaison, Figurehead
- (2) Select the **correct** statement.
- (A) Single-use plan will no longer be used after the completion of the activity. Examples: Policies, Procedures, Rules.
 - (B) Standing plan is ongoing plan used to handle continuing activities. Examples: Policies, Procedure, Programme.
 - (C) Single-use plan is a one-time plan for a unique situation. Examples: Programme, budget.
 - (D) Standing plan once constructed will be useful over many years. Examples: Policies, Procedure, Programme.
 - (E) Single-use plan may be reused when the situation is suitable. Examples: Policies, Procedure, Programme

(3) Identify the **wrong** statement.

- (A) Contingency plan is useful when the original plan cannot be implemented.
- (B) Contingency plan is needed because of the dynamic environment.
- (C) Contingency plan is not necessary if the planning is good.
- (D) A good planning must be flexible to fit in contingency plan.
- (E) Contingency plan helps in responding to an unexpected situation.

(4) The purpose of organising is to

- (A) Divide work to be done into specific jobs and departments
- (B) Assign tasks and responsibilities associated with individual jobs
- (C) Allocate and deploy organisational resources
- (D) All the above
- (E) None of the above

(5) Select the **correct** statement.

- (A) Line authority defines the authority between the superiors and the subordinates.
- (B) Line authority allows the manager to provide advice and technical assistance.
- (C) Staff authority allows the manager to have direct control on the staff.
- (D) Functional authority only allows the manager and the team to perform general function within other departments.
- (E) Staff authority allows the manager to extend his authority directly in different departments.

(6) Select the **correct** statement.

- (A) Delegation is the upward transfer of authority from one person to another.
- (B) When a subordinate obtains delegation from the superior, he/she also accepts the responsibility and accountability.
- (C) Managers normally delegate tasks without granting the authority to the subordinates.
- (D) In a delegation process, the subordinates only accept the responsibility but not the accountability.
- (E) Delegation involves the subordinate performing the job for the managers; with the condition that the managers are accountable for the outcome of the job.

(7) How do managers motivate diverse workforce today?

- I) Compressed work week.
- II) Provide flexible working hours.
- III) Employees may use telecommunicating to work from home.
- IV) Managers may split the job to enable two people working on the same job.

- A) I, II
- B) I, III,
- C) I, II, III
- D) I, II, III, IV
- E) None of the above

(8) I) The advantage of Functional Structure is to minimise duplication of personnel and tools.
II) Conflict and confusion can be minimised if the organisation use Matrix Structure.
III) Divisional structure can be based on customer, product or geographical area.
IV) Network Structure is not flexible and the administrative cost is high.

The correct statements are:

- (A) I, II
- (B) I, III
- (C) II, III
- (D) II, IV
- (E) All the above

(9) Select the **wrong** statement.

- (A) Functional departmentalisation means the jobs are grouped according to the functions.
- (B) Functional departmentalisation is good because people with the same skills, expertise, and work activities are grouped together.
- (C) Functional departmentalisation has broader view on the overall organisation goals.
- (D) Functional departmentalisation has poor communication across functional areas.
- (E) Functional departmentalisation promotes better communication among the staff who are grouped within the same department.

(10) Select the correct answer.

(A) Being a good manager is as good as being a good leader.

(B) A good manager plans effectively while a good leader helps others to plan effectively.

(C) If a leader practises autocratic leadership style, the leaders tend to allow the subordinates to make decisions.

(D) When the leader practises democratic leadership style, the leaders tend to centralise the authority of decision making.

(E) A leader practising autocratic leadership style allows the subordinate to obtain consultation from him/her. The leader may opt for the subordinates' suggestions if he/she thinks the suggestions are reasonable.

Section B (20 marks)

Answer ALL short-answer questions.

- (1) Describe FIVE (5) types of power that exist in an organisation. (10 marks)
- (2) (a) Define authority. (4 marks)
- (b) List and briefly describe THREE (3) types of authority in an organisation. (6 marks)

Section C (60 marks)

Answer THREE out of four essay questions.

Question 1

- (a) Define leadership.
What are the THREE (3) leadership styles explored by the University of Iowa?
Discuss in detail. (10 marks)
- (b) The Managerial Grid, also known as the Leadership Grid is useful to assist the managers whether to lead by emphasising on tasks or people. Describe and explain this model in detail. (10 marks)

Question 2

- (a) Management is the process of setting and achieving organisational goals.
Explain the FOUR (4) functions in management. (10 marks)

- (b) Managers need certain skills to perform the duties and activities associated with being a manager. Explain and discuss the **THREE (3)** skills involved. Your discussion should also include why these skills are needed differently at different management levels in an organisation. You may include any diagram to support your discussion.

(10 marks)

Question 3

Discuss in detail the stages of team development.

(20 marks)

Question 4

- (a) Using relevant examples, discuss **TWO (2)** approaches available in a decision making process.

(8 marks)

- (b) Define group decision making.

(2 marks)

Discuss **FIVE (5)** advantages and **FIVE (5)** disadvantages of group decision making.

(10 marks)

-THE END-