

**INTI**

INTERNATIONAL COLLEGE PENANG (507232-U)

LAUREATE INTERNATIONAL UNIVERSITIES

FINAL
Examination Paper

(COVER PAGE)

Session : January 2013

Programme : Foundation in Business Information Technology Programme

Course : **MGT1210: Fundamentals in Business Management**

Date of Examination : 7 March 2013

Time : 11a.m. – 1p.m. Reading Time : Nil

Duration : 2 Hours

Special Instructions :

SECTION A consists of **TEN (10)** multiple-choice questions.

SECTION B consists of **TWO (2)** questions. Answer **ALL** questions.

SECTION C consists of **FOUR (4)** questions. Answer any **THREE (3)** questions in the answer booklet.

Materials permitted : Nil

Materials provided : Nil

Examiner(s) : **Ng Huey Min**

Moderator : **Vinesh Maran**

This paper consists of 6 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: JANUARY 2013 SESSION

Section A (20 marks)

Answer ALL 10 multiple-choice questions.

(1) Choose the correct statement.

- A) Managers with Technical Skills are able to understand and use the tools, procedures, and techniques in a specialised field.
- B) Managers with Conceptual Skills are able to motivate, coach and lead their subordinates.
- C) Managers with Human Skills are able to visualise the organisation as a whole and see how its parts are interrelated and depend on one another.
- D) A, B and C are all correct statements.

(2) I) Strategic Plan is concern with the overall goals of an organisation.
II) Strategic Plan is established by the top management and concerned with the direction of the organisation as a whole.
III) Strategic Plan is referring to the short or medium term organisation plan.
IV) Strategic Plan deals with many unpredictable external environments.

The correct statements are:

- (A) I, II
- (B) I, II, III
- (C) I, II, IV
- (D) All statements are correct

(3) In an organising process, a manager needs to

- (A) establish the plans and goals of the organisation.
- (B) divide, assign work and classify the work activities into various departments.
- (C) analyse and evaluate the environment of the organisation.
- (D) have proper strategies to evaluate the outcome of organising process.

(4) Select the correct statement.

- (A) A person with legitimate power because he is admired due to his personality traits.
- (B) A manager with reward power is able to promote or increase the salary of the subordinates.
- (C) A person with referent power because of his position in the hierarchy of an organisation.
- (D) A person with coercive power is able to give favourable performance appraisal to the subordinates.

- (5) 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

(6) Identify the wrong statement.

- (A) Maslow Hierarchy of Needs place self-actualisation at the highest hierarchy.
- (B) Herzberg's Two Factor Theory said that the Hygiene Factors include pay, working condition, and supervisor.
- (C) McGregor Theory Y assumes workers are lazy, need to be coerced and have little ambition.
- (D) For Expectancy Theory, the three factors to be considered are effort-performance expectancy, performance-outcome expectancy and valence.

(7) One of the factors to promote Centralisation is

- (A) Lower level managers are capable of making decisions.
- (B) The environment is complex and dynamic.
- (C) The organisation is geographically dispersed.
- (D) Organisation is facing crisis or there is a risk of company failure.

- (8) In order to overcome the barriers of communication, we need to :
- I) When we are talking to a person, we need to look into the person's eyes in order to figure out whether that person gets our message.
 - II) When we are communicating to a person, we need to use some jargons in order to impress and capture his/her attention.
 - III) We need to practise active listening whenever a person talks.
- (A) I, II
(B) II, IV
(C) I, III
(D) II, III
- (9) The correct sequence of team development stages are:
- (A) Forming, Norming, Storming, Adjourning, Performing
 - (B) Forming, Storming, Norming, Performing, Adjourning
 - (C) Forming, Performing, Storming, Norming, Adjourning
 - (D) Forming, Storming, Performing, Adjourning, Norming
- (10) Select the characteristics of effective control.
- I) Flexible and accurate
 - II) Timeliness and costly
 - III) Easily understandable and reasonable
- (A) I, III
(B) II, III
(C) I, II
(D) I, II, III

Section B (20 marks)

Answer ALL 2 short-answer questions.

- (1) Define 'leadership'.
List and discuss the **THREE (3)** leadership style explored by the University of Iowa.
(10 marks)
- (2) (a) Define 'efficiency' and 'effective'.
(6 marks)
- (b) Explain the terminology 'management'.
(4 marks)

Section C (60 marks)

Answer 3 out of 4 essay questions

- (1) (a) Management is the process of setting and achieving the 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.
(10 marks)
- (2) (a) Managers face different types of problems as they do their job. Identify and discuss the **TWO (2)** approaches available in a decision making process with suitable examples.
(10 marks)
- (b) Group decision making helps in achieving the goals and objectives in an organisation. Briefly describe **THREE (3)** advantages and **TWO (2)** disadvantages in group decision making.
(10 marks)

- (3) (a) Discuss and differentiate the characteristics between a manager and a leader. You may support your discussion with the suitable diagram or by providing examples.

(10 marks)

- (b) In the early leadership studies, Blake and Mouton explored a model of leadership studies called The Managerial Grid. Briefly describe and explain this model with the appropriate diagram.

(10 marks)

- (4) Departmentalisation exists in any organisation. Discuss the **FIVE (5)** common forms of departmentalisation. Explain whether these five types of departmentalisation have any strengths or weaknesses. Support your explanation with the suitable diagrams for each form of departmentalisation.

(20 marks)

-- END OF QUESTION --