

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

MGT 1210 FUNDAMENTALS IN BUSINESS MANAGEMENT
RESIT: JANUARY 2013 SESSION

Section A (20 marks)

Answer ALL 10 multiple-choice questions.

(1) Choose the correct statement.

- A) Mintzberg identified three types of managerial roles. These roles are interpersonal roles, informational roles and decisional roles.
- B) Decisional roles consist of Entrepreneur, Disturbance Monitor, Resource Allocator, and Negotiator.
- C) Informational roles include Monitor, Disseminator, and Liaison.
- D) Interpersonal roles consist of Figurehead, Leader, and Spokesperson.

(2) I) When a mission is formalised in writing and communicated to all organisational members, it becomes the organisation's mission statement.
II) Mission statement is a broad statement stating the organisation's purpose, and what it hopes to accomplish
III) Mission statement states the organisation's values and principles.
IV) Mission statement serves as a foundation or device for the execution of management functions.

The correct statements are:

- (A) II, III, IV
- (B) I, III, IV
- (C) I, II, III
- (D) I, II, III, IV

(3) The non-programmed decision making approach is used because

- (A) the problems often occur and predictable.
- (B) the situation is unique and the environment is difficult to predict.
- (C) there are guidelines such as policies, procedures and rules to follow.
- (D) the problems are insignificant and situations are structured.

- (4) Select the correct statement.
- (A) Group decision making produces higher quality decisions as compared to individual decisions.
 - (B) Group decision making promote high initiative among the group members.
 - (C) Group decision making is easier to hold someone being accountable for the decisions made.
 - (D) Group decision making saves time in making quality decision.

- (5) I) Line Authority enable the manager to give direct orders to the subordinate.
II) Managers with Functional Authority are entitled to reward or punish employees within other departments.
III) Staff Authority enables the managers to provide advice and technical support.
IV) Managers with Line Authority have direct control over their subordinates.

The correct statements are:

- (A) I, II, III
- (B) II, IV
- (C) I, III, IV
- (D) I, IV

- (6) Identify the wrong statement.
- (A) Delegation fails when the managers provide insufficient training to the subordinates.
 - (B) Delegation will be successful if the managers are willing to give up the necessary authority in the process of delegation.
 - (C) Delegation fails if managers are fear that their subordinates will perform better than them.
 - (D) Delegation will be successful if the managers are being meticulous and perfectionist in the output of work.

- (7) When the span of control is wide, it means
- (A) the managers need to supervise lesser amount of subordinates
 - (B) the organisation is able to cut overhead and reduce costs.
 - (C) the decision making process is longer because slow communication.
 - (D) the organisation has many hierarchy levels.

- (8) Select the correct statements.
- I) Unity of command means an employee should only reports to one manager.
 - II) Work specialisation is good to the organisation because it has no negative impact to the employees.
 - III) Chain of command helps employees to determine who to go to when they have a problem.
- (A) I, II
- (B) II only
- (C) I, III
- (D) None of the above.
- (9) Identify the wrong statement.
- (A) In Functional Departmentalisation, positions are combined into units on the basis of similarity of expertise, skills and work activities.
- (B) In Product Departmentalisation, duplication of functions is avoided.
- (C) In Customer Departmentalisation, the needs of customers can be addressed by the specialists.
- (D) In Process Departmentalisation, grouping of jobs are done based on product or customer flow.
- (10) Select the characteristics of autocratic leadership style.
- I) Autocratic leadership style tends to centralise authority and decision making.
 - II) Autocratic leadership style dictates the work methods of employees.
 - III) Autocratic leadership style encourages employees' participation.
- (A) I, II
- (B) I, III
- (C) II, III
- (D) I, II, III

Section B (20 marks)

Answer ALL 2 short-answer questions.

(1) Discuss briefly the motivation theory by Maslow. (10 marks)

(2) ^{Define and} (a) Discuss briefly the concept of delegation. (5 marks)

(b) List and discuss briefly ~~the~~ ^{two} barriers of delegation. (5 marks)

Section C (60 marks)

Answer 3 out of 4 essay questions

- (1) ^{Define 'planning'.} ~~Planning helps in achieving the goals and objectives of an organisation. Discuss in detail the seven (7) steps involved in the process of planning.~~
→ BOLD (20 marks)
- (2) (a) ^{FIVE (5)} Define power and discuss the types of power exist in an organisation. ~~briefly~~ - (12 marks)
- (b) ^{THREE (3)} List and briefly describe the types of authority (8 marks)
- (3) (a) ^{Briefly FIVE (5)} Discuss the factors promoting ~~to~~ centralisation. ^{DISCUSS FIVE (5)} What ~~will be~~ the advantages if an organisation chose to have a centralised structure? (10 marks)
- (b) ^{any TWO (2)} Discuss the advantages and disadvantages of decentralisation. ^{any (TWO)} (10 marks)
- (4) ^{Use a} Discuss in detail the stages of team development. You ~~may add in suitable diagram (if any)~~ to support your discussion. (20 marks)

-- END OF QUESTION --