

FINAL
Examination Paper

(COVER PAGE)

Session : August 2016

Programme : Diploma In Business Management (DBM)

Course : WBUS1104 : Understanding Business Organisations

Date of Examination : December 10, 2016 (Saturday)

Time : 10:00 am – 12:00 pm Reading Time : Nil

Duration : 2 Hours

Special Instructions :

Section A: Answer ALL Multiple Choice questions in the OMR sheet provided.

Section B: Answer TWO (2) out of THREE (3) question.

IMPORTANT NOTE : THIS PAPER SHOULD NOT BE TAKEN OUT OF THE EXAMINATION HALL

Material permitted : Nil

Materials provided : OMR Sheets

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This paper consists of 6 printed pages, including the cover page

DIPLOMA IN BUSINESS MANAGEMENT PROGRAMME (DBM)
WBUS1104: UNDERSTANDING BUSINESS ORGANIZATION
FINAL EXAMINATION: AUGUST 2016 SESSION

Section A (50 marks)

Instructions: This section consists of **TWENTY FIVE (25)** questions. Answer **ALL** questions in the **OMR** sheet provided.

1. Which of the following does not form part of an organization's macro environment ?
 - A. internal environment
 - B. economic environment
 - C. technological environment
 - D. political environment

2. The essential purpose of all business organization is to :
 - A. Make the maximum level of profits
 - B. Transform inputs to outputs
 - C. Be a 'good citizen'
 - D. None of the above

3. An organization's clients, competitors, suppliers and employees are typical segments of the :
 - A. Internal environment
 - B. Stakeholder group
 - C. External environment
 - D. All the above

4. The environment where a firm conducts business is known as :
 - A. Global business environment
 - B. Economic environment
 - C. Domestic business environment
 - D. Technological environment

5. Factors such as international trade agreements, economic conditions, and political unrest will have the greatest impact on what type of business environment?
 - A. Global business environment
 - B. Economic environment
 - C. Domestic business environment
 - D. Technological environment

6. Functional structures help to create
 - A. Teamwork
 - B. Specialization
 - C. Multi-skilled employees
 - D. All the above

7. What is not a purpose of an organizational structure?
 - A. To coordinate people and resources
 - B. To organize lines of communication
 - C. To formalize authority
 - D. To limit workers' rights

8. What do the solid lines on an organization chart show in reporting relationships within a company?
 - A. Mission statement
 - B. Chain of command
 - C. Job specialization
 - D. Grapevine activity

9. What factor plays a key role in determining an organization's structure?
 - A. Competition and technology
 - B. Location and life-cycle stage
 - C. Profitability and leverage
 - D. Mission and strategy

10. Which of the following is an advantage of job specialization?
 - A. Workers can develop expertise in their jobs.
 - B. Workers will not need to be trained.
 - C. Jobs become more interesting.
 - D. Workers derive more satisfaction from their jobs.

11. An organizational practice according to which decision making is given solely to lower level managers is classified as :
 - A. Decentralization
 - B. Centralization
 - C. Autonomy of effort
 - D. Delegation

12. Do HR activities have an effect on employee and managerial behaviour?
 - A. Yes, but these effects can be negative as well as positive.
 - B. HR has limited impact on either employee behaviour or managerial.
 - C. HR impacts on employee behaviour but not on managerial.
 - D. No, it is managerial behaviour which impacts on HR

13. Which of the following is considered the starting point of effective human resource management?
 - A. External staffing
 - B. Recruitment
 - C. Planning
 - D. Compensation

14. Which of the following is conducted to attract qualified persons to apply for available jobs?
 - A. Realistic job previews
 - B. Recruiting
 - C. Hiring
 - D. Interviews

15. In many ways, the hardest thing for management to do is to attempt to change :
 - A. Technology
 - B. Strategy
 - C. Performance
 - D. Attitude of employees

16. Which is not an implementation activity for an information system (IS) ?
 - A. IS marketing plan
 - B. System documentation
 - C. Software Development
 - D. User Training and Development

17. Which of the following statements does NOT provide an accurate description of the nature and/or impact of change in today's organizations?
 - A. Most leaders are quick in responding to change.
 - B. Creating positive change in organizations is not an easy task.
 - C. Change involves complexity, uncertainty, anxiety and risk.
 - D. Leading organizational change takes great understanding, discipline and leadership commitment to creativity and innovation.

18. All of the following are reasons why people resist planned change **EXCEPT** :
- A. Not understanding what is happening or what comes next.
 - B. Feeling incapable of performing well under the new system.
 - C. Not seeing any reason for the change.
 - D. Self-centered, narrow-minded thinking.
19. In SWOT Analysis, strength ;
- A. Leads to overconfidence on the part of top managers
 - B. Cannot be duplicated by competitors
 - C. Is a condition in the broad or task environment that can allow a firm to overcome organizational weaknesses
 - D. Is an internal capability or resource that may lead to a competitive advantage
20. If less than 100% of intended meaning is communicated from a sender to recipient, what is this evidence of?
- A. Encoding
 - B. Noise
 - C. Feedback
 - D. Decoding
21. In _____, the receiver interprets the message and translates it into meaningful information.
- A. Decode
 - B. Encoding
 - C. Noise
 - D. Feedback
22. All of the following are barriers to effective communication **EXCEPT** :
- A. Feedback
 - B. Mixed signal from sender
 - C. One way communication
 - D. Different interpretation of words
23. All of the following are suggested ways of eliminating or reducing barriers to effective communication **EXCEPT**:
- A. Use mirroring to establish rapport
 - B. Discuss differences in paradigms
 - C. Appeal to human needs and time your message
 - D. Use emotion and colorful words

24. When communications technology is used, there is a trade-off between what?
- A. Efficiency and cost
 - B. Cost and control
 - C. Richness and efficiency
 - D. Information and security
25. Which of the following forms of organisational communication is very useful for coordinating the efforts of interdependent units in an organisation?
- A. Vertical
 - B. Upward
 - C. Downward
 - D. Horizontal

Section B (50 marks)

Instructions : This section consists of **THREE (3)** questions. Answer any **TWO (2)** questions in the answer booklet provided. All questions carry equal marks

Question 1

- (a) With relevant examples explain the **THREE (3)** main resources of an organization .
(10 marks)
- (b) Using examples, explain how any of the **THREE (3)** external forces affects an organization .
(15 marks)

Question 2

- (a) Using examples, explain the **THREE (3)** barriers of effective interpersonal communication.
(15 marks)
- (b) Using examples, explain **THREE (3)** impact of technology to an organization.
(10 marks)

Question 3

- (a) Using examples , describe each of the **THREE (3)** forms of departmentalization.
(9 marks)
- (b) Describe the **FOUR (4)** steps of change process.
(16 marks)

-THE END-