

**FINAL**  
Examination Paper

(COVER PAGE)

Session : August 2016

Programme : Diploma In Business Management (DBM)

Course : WMGT1108 : Principles of Management

Date of Examination : December 11, 2016 (Sunday)

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 7 printed pages, including the cover page*

DIPLOMA IN BUSINESS MANAGEMENT PROGRAMME (DBM)  
WMGT1108: PRINCIPLES OF MANAGEMENT  
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. Management is defined as
  - A. The process of administering and coordinating resources effectively and efficiently and in an effort to achieve the goals of the organization
  - B. The forces acting on or within a person that cause the person to behave in a specific, goal-directed manner.
  - C. A process in which one person or group transmits some type of information to another person or group.
  - D. The system of shared beliefs and values that develops within an organization
  
2. Suppose the managers in an auto plant are primarily concerned with training their workers to use the fewest inputs to generate a given level of output. This scenario depicts managers who are primarily focused on
  - A. Efficiency
  - B. Effectiveness
  - C. Directing
  - D. Controlling
  
3. Whether a manager works for a large company such as General Motors or Ford, or a small company that employs only ten people, the four functions of management remain the same. These functions are
  - A. planning, organizing, supervising, and controlling.
  - B. planning, leading, organizing, and controlling.
  - C. planning, organizing, informing, and controlling.
  - D. planning, informing, supervising, and controlling.
  
4. According to Mintzberg, managers serve three primary roles:
  - A. Interpersonal, staffing and decisional
  - B. Interpersonal, informational and decisional
  - C. Staffing, informational and decisional
  - D. Controlling, informational and decisional

5. Which of the following represents an optimal match between level of management and managerial skill level?
- A. Top management – human skills
  - B. First line management – conceptual skills
  - C. Middle management – conceptual skills
  - D. Middle management – human skills
6. Before sending an e-mail message to an important employee, Laurence Tisch, the CEO of Loews, is careful to make sure that the \_\_\_\_\_, or the thoughts and feelings that he is attempting to elicit in the receiver of the e-mail, is carefully considered.
- A. message
  - B. Directive
  - C. Medium
  - D. Script
7. The \_\_\_\_\_ process translates the sender's ideas into a systematic set of symbols or a language expressing the communicator's purpose.
- A. Sending
  - B. Decoding
  - C. Receiving
  - D. Encoding
8. \_\_\_\_\_ represent the desired position of the organization.
- A. Plans
  - B. Controls
  - C. Goals
  - D. Mission statement
9. What are the important factors of effective planning?
- A. Cost
  - B. Commitment
  - C. Time and input
  - D. All of the above.

10. If an organization's decision-making authority rests with corporate headquarters or the top levels of management of an operating facility, its organization design is
- A. Centralized.
  - B. Decentralized.
  - C. Nuclear.
  - D. Self-governing.
11. \_\_\_\_\_ the set of formal tasks assigned to individuals and departments
- A. Organizational design
  - B. Organizing
  - C. Allocation of work
  - D. Delegating
12. Which of the following is the most commonly employed organizational form?
- A. network
  - B. divisional
  - C. matrix
  - D. functional
13. \_\_\_\_\_ is defined as a responsibility and a process that is an observable, understandable, learnable set of skills and practices available to everyone, anywhere in an organization.
- A. Control
  - B. Organizing
  - C. Leadership
  - D. Directing
14. Atlantic Data Services defines work groups on the basis of two dimensions simultaneously (such as product/function, product/geographic region, and so on). This type of structure is called a \_\_\_\_\_ structure.
- A. Matrix
  - B. Functional
  - C. Network
  - D. Divisional

15. The assumption that some people are natural leaders, endowed with certain qualities not possessed by others, is contained within
- A. The behavioral approach.
  - B. The trait approach.
  - C. Contingency models.
  - D. Expert perspective
16. Which one of the following managerial roles arises directly from the manager's formal authority base in his or her company?
- A. Hierarchical
  - B. Decisional
  - C. Informational
  - D. Interpersonal
17. In her managerial role of \_\_\_\_\_ for the Mayor's office, Marie-Luise often must communicate information to constituents and members of the press.
- A. Disturbance handler
  - B. Monitor
  - C. Negotiator
  - D. Spokesperson
18. Strategies or tactics which have been effective in managing resistance to change in organization are:
- A. Participation
  - B. Negotiation
  - C. Coercion
  - D. All of the above
19. Ethical leader must be \_\_\_\_\_
- A. Honest
  - B. Fair
  - C. Trustworthy
  - D. All of the above

20. \_\_\_\_\_ is a formal statement of a company's values concerning ethics and social issues; it communicates to employees what the company stands for.
- A. Mission
  - B. Culture
  - C. Trust
  - D. Code of ethic
21. The forces acting on or within a person that cause the person to behave in a specific, goal-directed manner are called
- A. Ability.
  - B. Planning
  - C. Motivation.
  - D. Leading
22. Leadership process identified traits associated with successful leadership such as
- A. Extraversion
  - B. Intelligent
  - C. Self-confidence
  - D. All of the above
23. \_\_\_\_\_ refers to the rights inherent in a managerial position to tell people what to do and to expect them to do it
- A. Power
  - B. Delegation
  - C. Authority
  - D. Span of control
24. Why delegation is important in workplace?
- A. Assignment of responsibility
  - B. Allow to granting authority
  - C. Creation of accountability
  - D. All of the above

25. Managerial Grid Model is to identify the different kinds of leadership styles such as :
- A. People and production
  - B. Fair and Kindness
  - C. Customer and Production
  - D. Production and Employee

**Section B : (50 marks)**

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

**Question 1**

- (a) Explain **THREE (3)** skills that managers are required to possess. (9 marks)
- (b) Explain with appropriate example, **FOUR (4)** functions of a manager. (16 marks)

**Question 2**

- (a) Briefly explain **FIVE (5)** sources of power of a leader with appropriate examples. (10 marks)
- (b) Describe with example the **FIVE (5)** leadership styles that exist in your organizations (15 marks)

**Question 3**

Describe with example **FIVE (5)** style of handling conflict that should be apply in a workplace. (25 marks)

