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**FINAL**  
Examination Paper

(COVER PAGE)

Session : January 2018

Programme : Diploma In Business Management (DBM)

Course : **WBUS1104 : Understanding Business Organisations**

Date of Examination : March 4, 2018 (Sunday)

Time : 2:00 pm – 4:00 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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Moderator : Dr Shankar Chelliah

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

DIPLOMA IN BUSINESS MANAGEMENT PROGRAMME (DBM)  
WBUS1104: UNDERSTANDING BUSINESS ORGANIZATION  
FINAL EXAMINATION: JANUARY 2018 SESSION

**Section A (50 marks)**

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

1. All of the following are organization resources **EXCEPT** :
  - A. Manpower
  - B. Machine
  - C. Money
  - D. Social Media
  
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. All of the following examples are organization owner in an internal environment of an organization **EXCEPT** :
  - A. Investors
  - B. Shareholder
  - C. Business Partner
  - D. Chief Executive Officer
  
4. Which of the following does not form part of an organization's macro environment ?
  - A. Economic environment
  - B. Technological environment
  - C. Internal environment
  - D. Political environment
  
5. 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

6. The environment where a firm conducts business is known as :
- A. Global business environment
  - B. Economic environment
  - C. Domestic business environment
  - D. Technological environment
7. 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
8. Functional structures help to create
- A. Teamwork
  - B. Specialization
  - C. Multi-skilled employees
  - D. All the above
9. The rights inherent in a managerial position to make decisions, give orders, and utilize resources are known as \_\_\_\_.
- A. Power
  - B. Authority
  - C. Responsibility
  - D. Role
10. Ford Motor Co. has separate divisions for passenger-car dealers, for large trucking customers, and for farm products customers. Ford is an example of an organization with \_\_\_\_.
- A. Customer divisions
  - B. Geographic divisions
  - C. Matrix partitions
  - D. Process divisions

11. 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
  
12. 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
  
13. 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.
  
14. An organizational practice according to which decision making freedom is available to lower level managers is classified as :
  - A. Decentralization
  - B. Centralization
  - C. Autonomy of effort
  - D. Delegation
  
15. 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
  
16. Which of the following is considered the starting point of effective human resource management?
  - A. External staffing
  - B. Recruitment
  - C. Planning
  - D. Compensation

17. 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
18. 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
19. In \_\_\_\_\_, the receiver interprets the message and translates it into meaningful information.
- A. Decode
  - B. Encoding
  - C. Noise
  - D. Feedback
20. 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
21. 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
22. 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

23. 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
24. Which of the following is *not* an example of noise in the communication process in a typical classroom?
- A. A student in the back of the classroom texting a friend
  - B. A student answering a professor's question
  - C. Groundskeepers mowing the lawn outside the classroom window
  - D. Uncomfortable classroom desks
25. Which of the following statements does NOT provide an accurate description of the nature and/or impact of change in today's organizations?
- A. Creating positive change in organizations is not an easy task.
  - B. Change involves complexity, uncertainty, anxiety and risk.
  - C. Most leaders are quick in responding to change.
  - D. Leading organizational change takes great understanding, discipline and leadership commitment to creativity and innovation.

**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 any **THREE (3)** Staffing activities in Human Resource Management. (10 marks)
- (b) Using examples, explain how the **THREE (3)** communication barriers that cause ineffective communication in organization. (15 marks)

**Question 2**

- (a) Using examples, explain how any of the **THREE (3)** external environment forces impact an organization. (15 marks)
- (b) Using examples, explain **THREE (3)** impact of technology to an organization. (10 marks)

**Question 3**

- (a) Using examples, describe any of the **THREE (3)** types of change. (9 marks)
- (b) Using examples, explain **FOUR (4)** common reasons why people resist change. (16 marks)

**-THE END-**

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