



FINAL EXAMINATION

COURSE : INTRODUCTION TO MANAGEMENT

COURSE CODE : PMG1113

DURATION : 03 HOURS

INSTRUCTIONS TO CANDIDATES :

1. This question paper consists of **TWO (2)** parts : PART A (30 questions)
: PART B (05 questions)
2. Answer ALL questions from PART A and PART B.
 - i. Answer PART A in the Objective Answer Sheet.
 - ii. Answer PART B in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
 - iii. An Objective Answer Sheet
4. Do not bring any material into the examination hall unless permission is given by the invigilator.
5. Please write your answer using a ball-point pen.

MYKAD NO : _____

ID. NO. : _____

LECTURER : _____

SECTION : _____

DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

The question paper consists of 10 printed pages

MAR2024/C/PMG1113

PART A: MULTIPLE CHOICE QUESTIONS.

Choose the BEST ANSWER.

(1 point)

1. When decisions are made at upper levels of the organization, the organization is said to be _____.

- A. formalized
- B. centralized
- C. standardize
- D. decentralized

(1 point)

2. Managers use _____ to divide tasks into separate job.

- A. span of control
- B. chain of command
- C. work specialization
- D. departmentalization

(1 point)

3. Which of the following statement refers to formalization?

- A. Individual employee doing the entire activity.
- B. The degree to which tasks in an organization are divided into separate jobs.
- C. Every step of tasks being done by different people.
- D. The employee's behavior is guided by rules and procedures.

(1 point)

4. Which of the following structures does **NOT** belong to the traditional organizational designs?

- A. Simple structure.
- B. Matrix and project structure.
- C. Functional structure.
- D. Divisional structure

(1 point)

5. Which form of departmentalization is appropriate for companies to ensure an efficient flow of work activities?
- A. Product.
 - B. Process.
 - C. Customer.
 - D. Functional.

(1 point)

6. In Managerial Grid theory, manager focus on employee needs but do not give attention on production elements refers to _____.
- A. task management
 - B. country club management
 - C. impoverished management
 - D. middle of the road management

(1 point)

7. _____ power is the power a leader has as a result of his or her position.
- A. Expert
 - B. Reward
 - C. Referent
 - D. Legitimate

(1 point)

8. Which leadership style explains leaders who generally gave employees a complete freedom to make a decision?
- A. Autocratic.
 - B. Democratic.
 - C. Participating.
 - D. Laissez faire.

(1 point)

9. Which of the followings characterizes the 1,1 leadership style on the managerial grid?

- A. It becomes a higher-order need.
- B. The next need becomes dominant.
- C. Individual no longer requires that motivation.
- D. The needs continue to be the primary motivation an individual.

(1 point)

10. Theory X and Theory Y were introduced by _____that explain details about human nature.

- A. Blake and Mouton
- B. Abraham Maslow
- C. Douglas McGregor
- D. Kurt Lewin

(1 point)

11. Storming is the stage of group development that characterized by_____.

- A. fully functional
- B. much certainty
- C. intragroup conflict
- D. much uncertainty

(1 point)

12. The team that prepares for its disbandment of projects is called as an/a _____.

- A. norming
- B. storming
- C. adjourning
- D. performing

(1 point)

13. _____ is a group development stage where the group development, characterized by close relationships and cohesiveness.

- A. Norming
- B. Storming
- C. Adjourning
- D. Performing

(1 point)

14. The followings are the characteristics of effective team **EXCEPT** _____.

- A. have appropriate leadership
- B. possess ineffective negotiating skills
- C. unified in their commitment to teams' goals
- D. have a clear understanding of their goals.

(1 point)

15. Which is the advantage of using teams?

- A. Stereotyping.
- B. Stress and tension.
- C. Communication problems.
- D. Greater diversity of ideas.

(1 point)

16. _____ communication is all the patterns, network and systems of communication within an organization.

- A. Two-way
- B. Face-to-face
- C. Interpersonal
- D. Organizational

(1 point)

17. Which of the following is **NOT** an advantage of using information technology (IT) in communication?

- A. Allows employees to be fully accessible 24/7.
- B. Improve the manager's ability to monitor individual and team performance.
- C. The employees unable to give an information quickly.
- D. Provides employees with fewer opportunities to collaborate and share information.

(1 point)

18. Disturbances that interfere with communications is referred to _____.

- A. noise
- B. emotion
- C. accuracy
- D. transmission

(1 point)

19. _____ refer to the deliberate manipulation of information to make it appear more favorable to the receiver

- A. Jargon
- B. Filtering
- C. National culture
- D. Selective perception

(1 point)

20. Which of the following is **TRUE** according to an active listening behavior?

- A. Over talk.
- B. Paraphrase.
- C. Interrupting speaker.
- D. Distracting actions or gestures.

(1 point)

21. The receiver's retranslation of the message refers to _____.

- A. receiver
- B. transmission
- C. decoding
- D. emotion

(1 point)

22. All of the following are the interpersonal communication methods **EXCEPT** _____.
- A. bulletin boards
 - B. employee publications
 - C. mailbox
 - D. video conferences

(1 point)

23. _____ is a quantity of information exceeding an individual's capacity to process it.
- A. Defensiveness
 - B. Information overload
 - C. Emotions
 - D. Filtering

(1 point)

24. _____ skills allow salesperson to interact with the audience regarding to the sales.
- A. Presentation
 - B. Negotiation
 - C. Conflict management
 - D. Developing interpersonal

(1 point)

25. Which one of the followings requires a joint decision and come to an agreement between two parties and more?
- A. Presentation skill.
 - B. Negotiation skill.
 - C. Conflict management skill.
 - D. Developing interpersonal skill.

(1 point)

26. The significance of variation is determined by _____.
- A. courses of action
 - B. corrective actual performance
 - C. the acceptable of corrective action
 - D. the acceptable range of variation from the standard

(1 point)

27. What is the main part of controlling function in management?
- A. Set standards.
 - B. Formulate strategies.
 - C. Structure and organization.
 - D. Correct performance problems.

(1 point)

28. What is the second step of the controlling process?
- A. Revising the standard.
 - B. Correcting actual performance.
 - C. Measuring actual performance.
 - D. Comparing actual performance against standards.

(1 point)

29. What is the disadvantage of personal observation?
- A. Information is filtered.
 - B. Ignore subjective factors.
 - C. Subject to personal biases.
 - D. Provide limited information

(1 point)

30. Which of the following is **NOT** the control criteria to measure actual performance in controlling process?
- A. Output.
 - B. Turnover.
 - C. Marketing.
 - D. Satisfaction.

(TOTAL: 30 POINTS)

PART B: STRUCTURED QUESTIONS

Answer ALL questions.

1. **(10 points)**
Explain any **FOUR (4)** elements of organizational design and provide an appropriate example for each.
2. **(4 points)**
Describe any **TWO (2)** situational leadership theory by Hersey and Blanchard.
3. **(12 points)**
Working in a group can be an extremely an effective way of completing tasks at work. It also can help you create more effective solutions to problems.
 - a. Explain work group. (2 points)
 - b. Discuss **FOUR (4)** types of formal group. (10 points)
4. **(14 points)**
Each organization must have an effective way to communicate, in order to ensure all the information can be understood by the entire organization.
 - a. Explain any **FOUR (4)** elements of interpersonal communication. (8 points)
 - b. Describe any **THREE (3)** ways to overcome the barriers in communication. (6 points)
5. **(10 points)**
Controlling is the last function of the management process which is performed after planning, organizing and leading. It is a systematic exercise which is called as a process of checking the actual progress or performance against the standards.
 - a. Discover any **TWO (2)** purposes of controlling. (4 points)
 - b. Discuss **THREE (3)** types of control. (6 points)

(TOTAL: 50 POINTS)

END OF QUESTION PAPER