



## FINAL EXAMINATION

<b>COURSE</b>	<b>: FUNDAMENTALS OF MANAGEMENT</b>
<b>COURSE CODE</b>	<b>: PMG1123</b>
<b>DURATION</b>	<b>: 02 HOURS</b>

### INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **THREE (3)** parts : PART A (20 questions)  
: PART B (20 questions)  
: PART C (04 questions)
2. Answer ALL questions from PART A, PART B and PART C
  - i. Answer PART A in the Objective Answer Sheet.
  - ii. Answer PART B in the True or False Answer Sheet.
  - iii. Answer Part C 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
  - iv. A True or False 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.

**NAME** : \_\_\_\_\_

**ID NO** : \_\_\_\_\_

**LECTURER** : \_\_\_\_\_

**SECTION** : \_\_\_\_\_

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

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*The question paper consists of 08 printed pages*

MAR2024/A/PMG1123

**PART A: MULTIPLE CHOICE**

*Choose the BEST ANSWER.*

1. **(1 point)**  
The definition of organizational structure in management is \_\_\_\_\_.  
  
A. formal arrangement of jobs  
B. divided into separate jobs  
C. number of employees  
D. simple structure
  
2. **(1 point)**  
What kind of question refers to the chain of command?  
  
A. How do I know when the task is complete?  
B. What are the rules?  
C. Where do I go for help?  
D. Who reports to whom?
  
3. **(1 point)**  
\_\_\_\_\_ formalized jobs offer little discretion over what is to be done.  
  
A. Single  
B. Low  
C. Highly  
D. Moderate
  
4. **(1 point)**  
What is the characteristic of a simple structure in an organization?  
  
A. Human resources.  
B. Low departmentalization.  
C. Product research.  
D. Separate business unit.
  
5. **(1 point)**  
Divisional structure is an organizational structure made up of \_\_\_\_\_.  
  
A. small business in which the owner and manager are the same person  
B. approach allows organizations to concentrate on what they do best  
C. work teams that do the organizational work  
D. separate business units or division

**(1 point)**

6. The type of leadership that involves a leader who makes decisions independently is \_\_\_\_\_ leadership.

A. democratic  
B. autocratic  
C. laissez-faire  
D. transformational

**(1 point)**

7. A leader who involves employees in decision making and delegates authority to employees refer to \_\_\_\_\_ style.

A. autocratic  
B. laissez-faire  
C. charismatic  
D. democratic

**(1 point)**

8. According to the Behavioral Theory of Leadership, a leader \_\_\_\_\_.

A. must be strong  
B. can be trained  
C. have a special trait  
D. are born not made

**(1 point)**

9. \_\_\_\_\_ theory says that 'good leaders naturally have specific qualities that help them succeed'.

A. Behavioral  
B. Contingency  
C. Trait  
D. Situational

**(1 point)**

10. How many leadership styles did Kurt Lewin and colleagues identify in 1939?

A. Three  
B. Six  
C. Five  
D. Two

**(1 point)**

11. The process by which information is exchanged and understood between people is called \_\_\_\_\_.

A. motivation  
B. delegation  
C. participation  
D. communication

**(1 point)**

12. \_\_\_\_\_ means the deliberate manipulation of information to make it appear more favorable to the receiver.

- A. Jargon
- B. Filtering
- C. Selective perception
- D. Information overload

**(1 point)**

13. An example of nonverbal communication is \_\_\_\_\_.

- A. recording a video
- B. smiling
- C. public speaking
- D. lecturing

**(1 point)**

14. Jargon can be very useful for communication \_\_\_\_\_.

- A. between people who speak different languages
- B. between males and females
- C. outside of a specialized, cohesive group
- D. within a specialized, cohesive group

**(1 point)**

15. One of the benefits of information technology is \_\_\_\_\_.

- A. allowing employees to have more information
- B. discouraging managers from monitoring workers
- C. prohibiting employees from being fully accessible 24/7
- D. forbidding employees to collaborate and share information

**(1 point)**

16. Which process is included in the controlling process?

- A. Measuring a strategy.
- B. Create a vision and mission.
- C. Taking managerial action.
- D. Setting unrealistic standards.

**(1 point)**

17. During the controlling process, the manager should do nothing if \_\_\_\_\_.

- A. the standards are not met
- B. deviation is judged to be insignificant
- C. standard is realistic, fair, and achievable
- D. corrective action should be taken promptly

**(1 point)**

18. Which of the following is **NOT** the purpose of control?

- A. Empowering employees.
- B. Achieving goals.
- C. Protecting the workplace.
- D. Threatening the organization.

**(1 point)**

19. One of the disadvantages of written reports is \_\_\_\_\_.

- A. providing limited information
- B. taking more time to prepare
- C. very obstructive
- D. ignoring subjective factors

**(1 point)**

20. Which type of control prevents anticipated problems before the actual occurrences of the problem?

- A. Feedback.
- B. Corrective.
- C. Concurrent.
- D. Feedforward.

**PART B: TRUE/FALSE**

*State whether the statement is True or False.*

1. **(1 point)**  
In organizational structure, a span of control is one of the elements in the organizational structure functional.
2. **(1 point)**  
Matrix organizational structure is characterized by employees reporting to multiple managers at the same time.
3. **(1 point)**  
A network organization consists of a small core of full-time employees and outside specialists temporarily hired as needed to work on a project.
4. **(1 point)**  
Telecommuting allows employees to work from any location outside of the traditional office setting.
5. **(1 point)**  
In team structure, employee empowerment is crucial because there is no line of managerial authority from top to bottom.
6. **(1 point)**  
In trait theory, leaders are born with and cannot be developed through learning and experience.
7. **(1 point)**  
Situational leadership theory suggests that the most effective leaders adapt their style based on the readiness or maturity of their followers.
8. **(1 point)**  
In Hersey and Blanchard's leadership style, the term 'delegating' refers to (low tasks- low relationships) and involves giving responsibilities for carrying out plans.
9. **(1 point)**  
A person's need to grow and achieve what they want to become refers to self-reflection in Maslow's hierarchy of needs theory.
10. **(1 point)**  
Theory X is a positive view of people that assumes workers have little ambition and avoid responsibility.
11. **(1 point)**  
Body language and facial expressions are the only forms of nonverbal communication.

- 12. (1 point)**  
Mr. Ridhuan as Human Resource Manager e-mails employees a memo regarding a new company policy. The e-mail itself is a channel in the communication process.
- 13. (1 point)**  
The human relations view of conflict holds that conflict is necessary for successful group performance.
- 14. (1 point)**  
Feedback is likely to be constructive, so it is a good idea to have the receiver rephrase the message to make sure it is understood.
- 15. (1 point)**  
An organizational extranet is an organizational network that is accessible only to the organization's employees.
- 16. (1 point)**  
Feedback controls involve collecting information about a finished task, assessing that information, and improvising the same type of tasks in the future.
- 17. (1 point)**  
The more a control system helps an organization meet its goals, the more successful it is judged to be.
- 18. (1 point)**  
In the second step of the control process, managers at an electronic devices company need to compare the number of actual devices sold with the previously established standard.
- 19. (1 point)**  
“Managers need to determine the best suppliers that can provide quality raw materials and provide training for new employees in the organization”. This statement refers to straightforward control.
- 20. (1 point)**  
An effective concurrent strategy for dealing with employee theft of supplies and equipment is video surveillance.

**PART C: STRUCTURED**

**Answer all questions.**

1. Power can be described as the ability to do something or act in a particular way to direct or influence the behavior of others or the course of events.

Classify any **THREE (3)** types of power.

**(6 points)**

2. Abraham Maslow developed the Hierarchy of Needs theory where he hypothesized that within every human being, there exists a hierarchy of five needs.

Discover any **TWO (2)** level hierarchy of needs.

**(4 points)**

3. Effective communication plays a crucial role in the success and functionality of an organization. The communication process refers to the series of actions or steps involved in successful communication and transmission between two or more parties.

Classify any **THREE (3)** elements in the interpersonal communication process.

**(6 points)**

4. Organizational communication largely focuses on building relationships and interacting with internal organizational members and interested external publics. Communication in an organization plays an essential role in ensuring smooth operations and serving several crucial functions that contribute to the overall success and functionality of a company.

Discover any **TWO (2)** functions of communication in the organization.

**(4 points)**

**END OF QUESTIONS PAPER**