

**FACULTY OF BUSINESS****FINAL EXAMINATION**Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_

Course Code & Name : **MGT1513 Fundamentals of Management**  
Semester & Year : January – April 2022  
Lecturer/Examiner : Wan Ahmad Asrar Nik @ Wan Yahya  
Duration : 3 Hours

**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:

**PART A (20 marks) : TWENTY (20) multiple-choice questions. Shade your answer in the Multiple-Choice Answer Sheet provided. You are advised to use a 2B pencil.**

**PART B (80 marks) : TWO (2) scenario-based questions. Answers are to be written in the Answer Booklet provided.**

2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.

3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.

4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple-choice questions, where 2B pencils are to be used.

**WARNING:** The University Examination Board (UEB) of BERJAYA University College regards cheating as a most serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

**PART B**

**: SCENARIO-BASED QUESTIONS (80 MARKS)**

**INSTRUCTION (S)**

: Answer all **TWO (2)** scenario based questions.

Write your answers in the Answer Booklet (s) provided.

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1. Ahmad has just started his job as the new chief executive officer (CEO) at EirAsean Berhad. He needs to set the company's new orientation for the post Covid-19 period. The new orientation involves a ten-year plan, and by 2031 the company will become the number one in the industry. Unfortunately, Ahmad's efforts on the changes are not supported by the management team.

a) **Discuss FOUR (4)** types of goal that Ahmad needs to set for the new orientation. (10 marks)

b) **Discuss FOUR (4) steps** in the management process that Ahmad should do ten years from now. (10 marks)

c) Since there are many goals to set, and many strategies to formulate, Ahmad needs to decide the best strategies and goals. **Discuss FIVE (5)** steps of the decision-making process that he should go through. (10 marks)

d) **Discuss FIVE (5)** strategies that can be used by Ahmad to overcome the resistance to change. (10 marks)

(Total: 40 marks)

2. Goh graduated from Berjaya University College and was hired by Maju Rosters (M) Sdn. Bhd. (Benny Rosters) as the area manager for Kuala Lumpur city center. As the area manager, he needs to oversee the day-to-day operations of the restaurants. Under his supervision there are nine experienced restaurant managers. He needs your advice in leading and controlling the operations of the restaurants.

a) **Discuss FIVE (5)** core leadership skills needed by Goh to supervise the restaurant managers. (10 marks)

b) **Discuss FIVE (5)** steps in the control process Goh can use in order to ensure that all of the restaurants meet the quality standards.

(10 marks)

c) Goh can use Maslow's hierarchy of needs theory to identify what the restaurant managers need in terms of rewards. **Discuss FIVE (5)** categories of need by Maslow.

(10 marks)

d) Because goals, preferences, and interests differ between him and the restaurant managers, conflict is unavoidable. **Discuss FIVE (5)** conflict resolving methods.

(10 marks)

(Total: 40 marks)