



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1113 MANAGEMENT**
Semester & Year : January - April 2023
Lecturer/Examiner : Sheau Huey
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (25 marks) : Answer all TWENTY-FIVE (25) multiple choice questions. Answers are to be shaded in the Multiple Choice Answer Sheet provided.
PART B (75 marks) : Answer all FIVE (5) short answers questions. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorised 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.

Total Number of pages = 2 (Including the cover page)

PART B : SHORT ANSWER QUESTIONS (75 MARKS)

INSTRUCTION(S) : Answer all **FIVE (5)** questions. Write your answers in the Answer Booklet(s) provided.

1. Explain in details **FIVE (5)** stakeholders that involved in an organisation.

[Total: 15 marks]

2. Different people are motivated in different ways. Illustrate **FIVE (5)** ways on how management could motivate the employees.

[Total: 15 marks]

3. Describe **FIVE (5)** stages of group development that should be adopted by an organisation.

[Total: 15 marks]

4. a) Illustrate the communication process (from sender to feedback) which commonly being used by the manager. [3 marks]

b) Explain the following terms:

- i. Sender
- ii. Encoding
- iii. Channel
- iv. Decoding
- v. Receiver
- vi. Feedback

[12 marks]

[Total: 15 marks]

5. Discuss **FIVE (5)** conflict handling styles that are commonly practised by managers.

[Total: 15 marks]

END OF EXAM PAPER