



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 2024
Lecturer/Examiner : Nabilah Binti Mohamad Hafizuddin
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (30 marks) : THIRTY (30) multiple-choice questions. Shade your answer in the Multiple-Choice Answer Sheet provided. You are advised to use a 2B pencil.
PART B (70 marks) : FIVE (5) short answer 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 offense and will not hesitate to mete out the appropriate punitive actions according to the severity of the offense committed, and in accordance with the clauses stipulated in the Students’ Handbook, up to and including expulsion from BERJAYA University College.

PART B
INSTRUCTION (S)

: SHORT ANSWER QUESTIONS (70 MARKS)

: Answer all **FIVE (5)** short answer questions.

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

Question 1

- a) List **FIVE (5)** of Fayol's 14 Principles. (5 marks)
- b) List **FIVE (5)** of the management functions according to Henri Fayol. (5 marks)
- c) Describe **TWO (2)** characteristics of Quality Management. (4 marks)

[Total: 14 marks]

Question 2

- a) List **FOUR (4)** main strategies for growth. (4 marks)
- b) List **FOUR (4)** of the planning techniques. (4 marks)
- c) Explain **THREE (3)** ways how managers plan effectively in dynamic environments? (6 marks)

[Total: 14 marks]

Question 3

- a) List **FOUR (4)** types of formal work teams. (4 marks)
- b) List **FOUR (4)** classes of norms in group structure. (4 marks)
- c) Describe **THREE (3)** factors that can contribute to synergy in groups. (6 marks)

[Total: 14 marks]

Question 4

- a) Define 'leaders.' (2 marks)
- b) List **FOUR (4)** of Maslow's Hierarchy of Needs. (4 marks)
- c) Describe **FOUR (4)** characteristics of job design that can maximize employee motivation. (8 marks)

[Total: 14 marks]

Question 5

- a) Define 'control.' (2 marks)
- b) Demonstrate **FOUR (4)** business functions that occur at a hotel. (8 marks)
- c) State **FOUR (4)** reasons why employees resist change. (4 marks)

[Total: 14 marks]

END OF EXAM PAPER