



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1113 Management**
 Trimester & Year : January – April 2019
 Lecturer/Examiner : Ng Boon Aun
 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 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 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 = 7 (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. Discuss **FIVE (5)** types of departmentalisation commonly found in an organisation.
(15 marks)

2. Illustrate **THREE (3)** common causes of conflict in an organisation. Provide relevant examples to support your answer.
(15 marks)

3. “A number of interpersonal and intrapersonal barriers affect why the message decoded by a receiver is often different from what the sender intended. “
Discuss **FIVE (5)** common barriers to effective communication.
(15 marks)

4. “According to the functions approach, managers perform certain activities or functions as they efficiently and effectively coordinate the work of others.”
Describe any **THREE (3)** main functions of management. Using relevant examples, explain what managers do using the management functions approach.
(15 marks)

5. “According to Porter, managers must choose a strategy that will give their organization a competitive advantage. Porter identifies three generic competitive strategies.”
Explain **THREE (3)** competitive strategies companies can use to achieve competitive advantage. Provide relevant examples to support your answer.
(15 marks)

END OF EXAM PAPER