

**FACULTY OF BUSINESS****FINAL EXAMINATION**

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT1113 MANAGEMENT**  
Semester & Year : January – April 2021  
Lecturer/Examiner : Angela Thexeira  
Duration : 2 Hours

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**INSTRUCTIONS TO CANDIDATES**

1. This question paper consists of 2 parts:  
PART A (25 marks) : TWENTY-FIVE (25) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.  
PART B (75 marks) : FIVE (5) structured 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 = 7 (Including the cover page)**

**PART B : STRUCTURED QUESTIONS (75 MARKS)**

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

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**Question 1 (15 marks)**

- a) Define management and explain briefly how the **FOUR (4)** functions of management are related. (3 marks)
- b) Briefly explain **TWO (2)** general principles of management described by Henri Fayol. (4 marks)
- c) Briefly describe **TWO (2)** advantages and **TWO (2)** disadvantages of decentralization. (8 marks)

**Question 2 (15 marks)**

- a) Give **THREE (3)** ways in which managers can choose to change an organisation. (3 marks)
- b) *'Conflict is defined as a struggle that results from opposing needs or feelings between two or more people'*. Briefly describe the **FOUR (4)** strategies used to manage conflicts. (12 marks)

**Question 3 (15 marks)**

- a) State the meaning of *'leadership'*. (2 marks)
- b) According to Fiedler's contingency theory of leadership, what are the **THREE (3)** primary factors that should be considered when moving leaders into situations appropriate for their leadership styles? Briefly describe the factors. (6 marks)
- c) Briefly describe the **SEVEN (7)** elements in the communication process. (7 marks)

**Question 4 (15 marks)**

- a) What is *'motivation'*? (1 mark)
- b) Briefly contrast between **TWO (2)** basic types of motivation theories. (4 marks)
- c) Briefly describe the basic needs of human beings, in accordance with Maslow's hierarchy of needs. (10 marks)

**Question 5 (15 marks)**

- a) Distinguish between *'group'* and a *'team'*. (2 marks)
- b) Describe the **five (5)** stages of team development. (10 marks)
- c) List the **three (3)** steps involved in the controlling process. (3 marks)

**END OF EXAM PAPER**