

**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 : May-August 2021  
Lecturer/Examiner : Dr Smitha Geetha  
Duration : 2 Hours

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**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 = 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.

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**Question 1**

a. Describe the function or role of first-line, middle, and, top managers. Provide relevant examples to support your answer.

(9 marks)

b. Briefly discuss the difference between efficiency and effectiveness.

(10 marks)

**[Total: 19 marks]**

**Question 2**

Discuss any **FIVE (5)** steps in the decision-making process.

(10 marks)

**Question 3**

a. Determine reasons why it is important to overcome parochialism in today's business environment.

(7 marks)

b. Evaluate the **FOUR (4)** approaches that organizations can take with respect to environmental issues and going green.

(12 marks)

**[Total: 19 marks]**

**Question 4**

a. Explain organizational change.

(6 marks)

b. Briefly discuss the **THREE (3)** types of change.

(11 marks)

**[Total: 17 marks]**

**Question 5**

Distinguish between the stated and the real goals of an organization. Provide a relevant example for each one.

(10 marks)

**END OF EXAM PAPER**