



Private & Confidential

FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1513 FUNDAMENTALS OF MANAGEMENT**
Semester & Year : May 2022 – August 2022
Lecturer/Examiner : Goh Poh Kim
Duration : 3 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (20 marks) : Answer all TWENTY (20) multiple-choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.
PART B (80 marks) : Answer all FOUR (4) scenario-based 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 A : MULTIPLE-CHOICE QUESTIONS (20 MARKS)

INSTRUCTION(S) : Answer all **TWENTY (20)** multiple-choice questions. Answers are to be written in the Multiple-Choice Answer Sheet provided.

End of Part A

PART B : SCENARIO-BASED QUESTIONS (80 MARKS)

INSTRUCTION(S) : Answer all **THREE (3)** questions. Write your answers in the Answer Booklet(s) provided.

Question 1

Tee, a newly promoted manager has been task with a new project and he needs to work on the project planning soon after. Planning is the first and most important role for a manager. With proper planning, goals and mission of the organisation can be achieved.

Explain **FOUR (4)** reasons why Tee must has a proper and robust planning process.

(20 marks)

Question 2

Peter and some of friends resigned from the current organisation and plan to setup a new organisation of their own. He and his friends had spent some times in reading up and investigating the current organisation structures used by existing companies. They concluded that there are four commonly used organisation structures that the new organisation can consider to use to achieve a higher performance.

Discuss **FOUR (4)** common forms of organisation structures available by illustrating your answers with diagrams.

(20 marks)

Question 3

Due to uncertain environment characterized by time pressures, increasing workloads, mergers and restructuring, a large number of employees are overworked and stressed. A study found that stress is the leading cause of people quitting their jobs. Further studies indicate that setting the right goals can help motivate employees and significantly reduce work related stress, and employee burnout.

Motivation is a tool used by organisations to encourage their employees to work towards the common goals. Different groups of employees need different types of motivation. There are available theories regarding this such as Maslow's Hierarchy of Needs, McGregor's Theory X and Theory Y, Herzberg's Two Factor Theory, and Reinforcement Theory.

(Source adapted from: Institute of Cost and Management Accountants of Pakistan, 2012)

Discuss the differences between these **FOUR (4)** theories by providing relevant examples.

(20 marks)

Question 4

The Walt Disney Company is heralded as the world's largest entertainment company. It has earned this astounding reputation through tight control over the entire operation: control over the open – ended brainstorming that takes place 24 hours a day; control over the engineers who construct the fabulous theme – park rides; control over the animators who create and design beloved characters and adventurous scenarios; and control over the talent that brings many concepts and characters to life.

People at the company have adopted the phrase "Dream as a Team" as a reminder that whimsical thoughts, adventurous ideas, and all – out dreaming are at the core of the company philosophy. Teams of imaginers gather together in a brainstorming session known as the "Blue Sky" phase. Under the "Blue Sky", an uninhibited exchange of wild, ludicrous, outrageous ideas, both "good" and "bad", continues until solutions are found and the impossible is done.

(Source adapted from: Daft, R.L. et al., (2015), New Era of Management, Cengage)

Teams forming are very common in every organisation. Teams of experts are formed to solve issues. Explain **FIVE (5)** factors that would create an effective work team.

(20 marks)

END OF EXAM PAPER