



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Student ID (in Words) : _____

Course Code & Name : **MGT1113 Management**
Semester & Year : May – August 2024
Lecturer/Examiner : Nabilah 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 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

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) Define 'planning'. (2 marks)

b) Explain **FOUR (4)** reasons why managers plan.
(8 marks)

c) List **FOUR (4)** planning techniques. (4 marks)

[Total: 14 marks]

Question 2

a) List the **THREE (3)** key components of motivation. (3 marks)

b) Describe **FOUR (4)** ways a supervisor can use to maximize employee motivation. (8 marks)

c) State **THREE (3)** suggested actions for job redesign to influence motivation.
(3 marks)

[Total: 14 marks]

Question 3

a) Define 'leadership'. (2 marks)

b) Describe **FOUR (4)** traits associated with leadership. (8 marks)

c) Describe **TWO (2)** leadership styles based on University of Iowa Studies. (4 marks)

[Total: 14 marks]

Question 4

a) State the **FIVE (5)** stages of group development. (5 marks)

b) Describe **FIVE (5)** ways to increase group cohesiveness. (5 marks)

c) List **FOUR (4)** strengths of group decision making. (4 marks)

[Total: 14 marks]

Question 5

- a) Define 'functional conflicts'. (2 marks)
- b) Describe **FOUR (4)** conflict management techniques. (8 marks)
- c) State **FOUR (4)** strategies for overcoming barriers to effective communication. (4 marks)

[Total: 14 marks]

END OF EXAM PAPER