



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) :

Course Code & Name : **MGT1113 Management**
Semester & Year : September – December 2020
Lecturer/Examiner : Ng Boon Aun
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

- 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.
- Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.**
- 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.**
- 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. The strategic management process is an important for companies to carry out formal planning.
Describe the **FIVE (5)** important steps of the strategic management process.
(15 marks)

2. The University of Iowa study identified three leadership styles that is differentiated by their decision-making behaviour.
Discuss the **THREE (3)** types of leadership styles proposed by the University of Iowa study. Provide relevant examples to show how leaders of each style will behave during decision-making.
(15 marks)

3. Discuss any **FIVE (5)** common decision-making error or biases made by managers.
(15 marks)

4. Describe the **THREE (3)** acquired needs listed in the McClelland's Three-Needs Theory. Provide relevant examples to show how managers can motivate their employees using each of the needs.
(15 marks)

5. Describe **FIVE (5)** types of departmentalisation commonly found in an organisation.
(15 marks)

END OF EXAM PAPER