



FACULTY OF BUSINESS

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **MGT1113 Management**
Semester & Year : September – December 2024
Lecturer/Examiner : Joseph Choe Kin Hwa
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 answers in the Multiple Choice Answer sheet in the Answer Booklet provided. You are advised to use a 2B pencil.
PART B (70 marks) : FIVE (5) Essay questions. Answer ALL of the 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 = 8 (Including the cover page)

PART B : ESSAY QUESTIONS (70 MARKS)

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

Question 1

- a) Briefly describe the difference between efficiency and effectiveness. (6 marks)
 - b) Explain the **FOUR (4)** basic functions of management. (8 marks)
- [Total: 14 marks]

Question 2

- a) Describe the difference between the internal and external business environment. (2 marks)
 - b) Provide **THREE (3)** examples for each of the internal and external business environment and explain how they can impact a company's decision-making process. (12 marks)
- [Total: 14 marks]

Question 3

- a) Explain the importance of setting clear objectives in management. (4 marks)
 - b) Illustrate the SMART criteria used in setting objectives. (10 marks)
- [Total: 14 marks]

Question 4

You manage a retail store with 15 employees. Recently, you've noticed a decline in employee morale and productivity.

- a) Using Maslow's Hierarchy of Needs theory, analyze the potential reasons for this decline. (10 marks)
 - b) Propose **TWO (2)** practical motivational strategies you could implement to improve employee engagement. (4 marks)
- [Total: 14 marks]

Question 5

- a) Define the nature of controlling. (2 marks)
- b) Discuss **FOUR (4)** performance control tools used for monitoring and measuring organizational performance. (12 marks)

[Total: 14 marks]

END OF QUESTION PAPER