



UNIVERSITI TEKNOLOGI MARA
FINAL EXAMINATION

COURSE : INTRODUCTION TO MANAGEMENT
COURSE CODE : MGT400
EXAMINATION : DECEMBER 2019
TIME : 3 HOURS

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of two (2) parts :
PART A (4 Questions)
PART B (4 Questions)
2. Answer ALL questions from PART A and three (3) questions from PART B in the Answer Booklet. Start each answer on a new page.
3. Do not bring any material into the examination room unless permission is given by the invigilator.
4. Please check to make sure that this examination pack consists of:
 - i) the Question Paper
 - ii) an Answer Booklet – provided by the Faculty
5. Answer ALL questions in English.

DO NOT TURN THIS PAGE UNTIL YOU ARE TOLD TO DO SO

This examination paper consists of 3 printed pages

PART A**QUESTION 1**

- a) Distinguish between standing plans and single-use plans. (5 marks)
- b) List five (5) barriers to effective planning. (5 marks)

QUESTION 2

- a) Explain two (2) different types of focal point for controlling. (5 marks)
- b) Identify five (5) characteristics of an effective control system. (5 marks)

QUESTION 3

- a) Identify five (5) sources of communication barriers. (5 marks)
- b) Describe two (2) types of formal communication channels. (5 marks)

QUESTION 4

- a) List any five (5) principles of Islamic Management. (5 marks)
- b) Islamic management is the ability to utilize resources both material and human optimally in order to achieve goals. Use justice and qualification to elaborate the characteristics of effective Islamic leadership. (5 marks)

PART B**QUESTION 1**

- a) Illustrate and explain the types of management skills needed at different levels of management.

(10 marks)

- b) Discuss four (4) environmental factors influencing management thought.

(10 marks)

QUESTION 2

- a) Discuss five (5) core job dimensions of Hackman and Oldham Job Characteristic Model.

(10 marks)

- b) Delegation is a process of transforming the responsibility for a specific activity or task to another member of the organization, and empowering that individual to accomplish the task effectively. Identify five (5) benefits of delegation.

(10 marks)

QUESTION 3

- a) Define leadership and explain four (4) of its significance to an organization.

(10 marks)

- b) Trait theory is the assumption that some people are born with certain physical characteristics, aspects of personality, and aptitudes that make them successful leaders. Explain four (4) traits of successful leadership.

(10 marks)

QUESTION 4

- a) Describe the nature of decision making. Provide relevant examples of each.

(10 marks)

- b) Explain the rational-economic model of decision making.

(10 marks)

END OF QUESTION PAPER