



UCSC

University of Colombo, Sri Lanka

University of Colombo School of Computing



**DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY
(EXTERNAL)**

Academic Year 2024 — 3rd Year Examination — Semester 5

**EN5101 (R) — Fundamentals of Management
(Repeat Paper)**

Multiple Choice Question Paper
(1 Hour)

Important Instructions

- The duration of the paper is **1 Hour**.
- The medium of instructions and questions is English.
- This paper has **20 MCQ questions** on **4 pages**. Answer **all** questions.
- Each question will have **5 (five)** choices with **ONE OR MORE** correct answers.
- There will be a penalty for incorrect responses to discourage guessing.
- The mark given for a question will vary from -1 (All the incorrect choices are marked & no correct choices are marked) to +1 (All the correct choices are marked & no incorrect choices are marked). However, **the minimum mark per question would be zero**.
- Answers should be marked on the **special answer sheet** provided.
- Note that questions appear on both sides of the paper. If a page or part of a page is not printed, please inform the supervisor/invigilator immediately.
- Mark the correct choices on the question paper first and then transfer them to the given answer sheet which will be machine marked. **Please completely read and follow the instructions given on the other side of the answer sheet before you shade your correct choices.**
- Any electronic device capable of storing and retrieving text, including electronic dictionaries, smartwatches, and mobile phones, is not allowed.
- Calculators are **not** allowed.
- *All Rights Reserved*. This question paper can NOT be used without proper permission from the University of Colombo School of Computing.

1. Which of the following statement (s) define (s) Management correctly?

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|--|
| (a) Management is the process of utilizing resources to enhance the efficiency.
(b) Management is the process of achieving goals effectively.
(c) Management is the art of getting things done through others.
(d) Management is the process of utilizing human resources efficiently.
(e) Management is the process of planning, organizing, leading, and controlling resources to achieve stated goals of an organization in a changing environment. |
|--|

2. Mrs. Silva as a manager is responsible for the operational level management of an organization. She is supposed to supervise members of her team effectively. Which of the following position (s) can be held by Mrs. Silva as per the above information?

- | | | |
|---------------------|----------------------------|----------------|
| (a) General Manager | (b) Human Resource Manager | (c) Supervisor |
| (d) Team Leader | (e) Foreman | |

3. You are supposed to answer this question based on the photograph given below.



Which of the following attribute (s) of workers could be reflected in the above photograph?

- | | | |
|------------------|----------------------------|--------------------------|
| (a) Formal team | (b) Informal team | (c) Formal communication |
| (d) Project Team | (e) Informal communication | |

4. Fill in the blank.

..... is/are more suitable for an organization operating in a stable environment.

- | | |
|----------------------------------|--------------------------------------|
| (a) Adaptable culture strategy | (b) Product differentiation strategy |
| (c) Achievement culture strategy | (d) Consistent culture strategy |
| (e) Involvement culture strategy | |

5. Which of the following is/are used to translate the plans of an organization?
- | | | |
|-------------|-----------------------|--------------------|
| (a) Mission | (b) Strategy mapping | (c) Tactical plans |
| (d) Vision | (e) Contingency plans | |
6. Fill in the blank.
..... is/are familiar with the departmentalization of a university.
- | | | |
|----------------------|--------------------------|----------------------|
| (a) Market structure | (b) Functional structure | (c) Matrix structure |
| (d) Simple structure | (e) Product structure | |
7. Which of the following are barriers to effective communication?
- | | | |
|--------------------------------|---------------|------------|
| (a) Language | (b) Feedback | (c) Medium |
| (d) Communication apprehension | (e) Filtering | |
8. Which of the following is/are among the personal power in an organization?
- | | |
|----------------------|---------------------|
| (a) Reward power | (b) Referent power |
| (c) Expert power | (d) Knowledge power |
| (e) Legitimate power | |
9. The suitable structure(s) for a transnational company is/are the
- | | | |
|-----------------------|----------------------------|--------------------------|
| (a) Simple Structure | (b) Functional Structure | (c) Divisional Structure |
| (d) Network Structure | (e) Geographical Structure | |
10. Which of the following present/s a tactical level goal of an organization?
- | |
|---|
| (a) Strategic alliances with other organizations. |
| (b) Reducing overall cost at the project level. |
| (c) Maintaining the optimal inventory level. |
| (d) Sub optimization of departmental budgets. |
| (e) Future expansion and growth strategies of the organization. |
11. What is/are the characteristic (s) of a democratic leader of an organization?
- | | | |
|----------------|---------------------|-------------|
| (a) Telling | (b) Teamwork | (c) Selling |
| (d) Commanding | (e) Task compliance | |
12. Which of the following present the principle(s) of company-wide quality management (CWQM)?
- | | |
|----------------------------|------------------------|
| (a) Leadership to quality | (b) Employee focus |
| (c) Departmental isolation | (d) Process management |
| (e) Communication barriers | |

13. A popular method used by managers to analyze the business environment is the
- | | | |
|--------------------|----------------------|---------------------------|
| (a) Cost analysis. | (b) Sales analysis. | (c) Five forces analysis. |
| (d) SWOT analysis. | (e) PESTEL analysis. | |
14. Reputed companies like Honda are trying to maintain their global superiority by giving more focus to local responsiveness. Hence it seems that these companies are using the
- | | |
|-----------------------------|-----------------------------|
| (a) Transnational strategy | (b) Export strategy |
| (c) Multinational strategy. | (d) Multidomestic strategy. |
| (e) Import strategy. | |
15. Which of the following factors can be recognized as the content factors proposed by Herzberg?
- | | | |
|-------------------|-----------------|---------|
| (a) Supervision | (b) Promotions | (c) Pay |
| (d) Work contents | (e) Achievement | |
16. What is/are the internal environmental force(s) from those given below?
- | | | |
|----------------------------|-------------------|---------------|
| (a) Organizational culture | (b) Managers | (c) Customers |
| (d) Labor market | (e) Globalization | |
17. The modern reporting style of organizing involves in the
- | | | |
|--------------------------|----------------------------|----------------------|
| (a) divisional structure | (b) functional structure | (c) hybrid structure |
| (d) matrix structure | (e) geographical structure | |
18. “Leaders can also be developed” has been emphasized in the
- | | |
|---|--|
| (a) situational approach to leadership. | (b) behavioral approaches to leadership. |
| (c) Michigan theory of leadership. | (d) traits approach to leadership. |
| (e) great men theory of leadership. | |
19. The factors of work motivation are well proposed by the
- | |
|--|
| (a) content theories of work motivation. |
| (b) process theories of work motivation. |
| (c) needs hierarchy theory of work motivation. |
| (d) three needs theory of work motivation. |
| (e) Porter and Lawler’s theory of work motivation. |
20. Fill in the blank.
involve the reactive controls used by managers in an organization.
- | | | |
|---------------------------|------------------------|---------------------|
| (a) Feed-forward controls | (b) Financial controls | (c) Output controls |
| (d) Process controls | (e) Feedback controls | |
