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University of Colombo, Sri Lanka

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University of Colombo School of Computing

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

Academic Year 2023—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 5 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.
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1. Which of the following statement (s) define (s) Management correctly?
- (a) Management is getting things done through and with others.
(b) Management is the art of getting things done through people.
(c) Management is the art of managing financial resources.
(d) Management is the process of making decisions to satisfy shareholders of a company.
(e) Management is the process of planning, organizing, leading, and controlling resources to achieve stated goals of an organization.
2. Mrs. Perera as a manager is responsible for the tactical level management of an organization. She is supposed to coordinate tasks at the middle level of the organization. Which of the following position (s) can be held by Mrs. Perera as per the above information?
- (a) Human Resource Manager (b) Chairman (c) Project Manager
(d) Production Executive (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) Informal team
(b) Formal team
(c) Formal communication
(d) Hierarchical group
(e) Informal communication

4. Which of the following is/are the most suitable to fill in the blank given below?

..... is/are more suitable for an organization operating in a flexible 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 execute the strategic plans of an organization?

- (a) Vision.
- (b) Tactical plans.
- (c) Single use plans.
- (d) Mission.
- (e) Standing plans.

6. Which of the following is/are most suitable to fill in the blank given below?

..... is/are more familiar with the departmentalization of a diversified business.

- (a) Simple structure
- (b) Divisional structure
- (c) Market structure
- (d) Functional structure
- (e) Product structure

7. Which of the following is a strategy or strategies of organizational communication?

- (a) Filtering.
- (b) Language.
- (c) Feedback.
- (d) Selective perception.
- (e) Effective listening.

8. Which of the following is/are among the informal power in an organization?

- (a) Coercive power
- (b) Referent power
- (c) Reward power
- (d) Expert power
- (e) Knowledge power

9. The suitable structure(s) for a multinational company is/are the

- | | | |
|---------------------------|-----------------------------|-----------------------|
| (a) Functional Structure. | (b) Matrix Structure. | (c) Simple Structure. |
| (d) Divisional Structure. | (e) Geographical Structure. | |

10. Which of the following presents a strategic level goal of an organization?
- | | |
|---|---|
| (a) Expand the overall business. | (b) Strategic alliances with other organizations. |
| (c) Sub optimization of functional budgets. | (d) Maintenance of staff welfare. |
| (e) Minimizing inventory cost. | |
11. What is/are the characteristic (s) of an autocratic leader of an organization?
- | | | |
|--------------|---------------------|---------------|
| (a) Teamwork | (b) Telling | (c) Integrity |
| (d) Selling | (e) Task compliance | |
12. Which of the following present the principle(s) of total quality management (TQM)?
- | | |
|----------------------------|----------------------------|
| (a) Employee focus | (b) Customer focus |
| (c) Information management | (d) Departmental isolation |
| (e) Process improvement | |
13. A popular method used by managers to analyze the market competition is the
- | | |
|---------------------------|--------------------------|
| (a) Sales analysis. | (b) Cost analysis. |
| (c) BCG analysis. | (d) Production analysis. |
| (e) Five forces analysis. | |
14. The giant companies like Toyota are trying to maintain their global superiority by giving equal and highest focuses to both global standardization as well as local responsiveness. Hence it seems that these companies are using the
- | | |
|-----------------------------|-----------------------------|
| (a) Export strategy. | (b) Import strategy. |
| (c) Multidomestic strategy. | (d) Multinational strategy. |
| (e) Transnational strategy. | |
15. Which of the following factors can be recognized as the hygiene factors proposed by Herzberg?
- | | |
|--|-------------------|
| (a) Organizational policies and administration | (b) Career growth |
| (c) Salary | (d) Achievement |
| (e) Supervision | |
16. What is/are the task environmental force(s) from those given below?
- | | | |
|------------------|--------------------|---------------|
| (a) Competitors | (b) Globalization | (c) Customers |
| (d) Labor market | (e) Climate change | |
17. The hybrid reporting style of organizing involves in the
- | | |
|-----------------------------|---------------------------|
| (a) geographical structure. | (b) functional structure. |
| (c) simple structure. | (d) matrix structure. |
| (e) divisional structure. | |

18. "Leaders are only born" has been emphasized in the

- (a) behavioral approach to leadership.
- (b) situational approaches to leadership.
- (c) modern approach to leadership.
- (d) traits approach to leadership.
- (e) great men theory of leadership.

19. The dynamic process of work motivation is well explained by the

- (a) process theories of work motivation.
- (b) content 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. Which of the following is/are most suitable to fill in the blank given below?

.....involve the proactive controls used by managers in an organization.

- | | |
|--|--|
| (a) Feed-back controls
(c) Output controls
(e) Feed-forward controls | (b) Financial controls
(d) Process controls |
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