



UNIVERSITY OF COLOMBO, SRI LANKA

UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY (EXTERNAL)

Academic Year 2021 – 3rd Year Examination – Semester 5

EN5101: Fundamentals of Management

(ONE HOUR)

Important Instructions:

- The duration of the paper is **01 (One) hour**.
- The medium of instructions and questions is English.
- The paper has **20 questions** and **5 pages**.
- All questions are of the MCQ (Multiple Choice Questions) type.
- All questions should be answered.
- Each question will have 5 (five) choices with **one or more** correct answers.
- All questions will carry equal marks.
- There will be a penalty for incorrect responses to discourage guessing.
- The mark given for a question will vary from 0 to +1 (*All the correct choices are marked & no incorrect choices are marked*).
- Answers should be marked on the special answer sheet provided.
- Note that questions appear on both sides of the paper.
If a page is not printed, please inform the supervisor 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.**
- Calculators are **not** allowed.
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1. Which of the following is/are treated as (an) informational role(s) of managers as per Henri Mintzberg?

(a) Figure Head
(b) Leader
(c) Monitor
(d) Disseminator
(e) Entrepreneur

2. Which of the following job positions represent(s) the middle level management of an organization?

(a) Production Manager (b) Foreman (c) Project Manager
(d) Team Leader (e) Supervisor

3. “Effectiveness” in management involves

(a) doing the right thing.
(b) doing thing right.
(c) ability to optimize the use of resources.
(d) reducing cost of production.
(e) achieving organizational goals.

4. “Autocratic” leaders tend to

(a) empower the subordinates.
(b) share decision making with followers.
(c) mentor and coach followers.
(d) set tight controls to subordinates.
(e) punish the subordinates.

5. “No one best way to management” was emphasized by the

(a) open system theory. (b) system approach. (c) classical approach.
(d) contingency approach. (e) situational approach.

6. Fill in the blank.

..... is an element of the general environment.

(a) Consumers (b) Structure
(c) Labor market (d) Globalization
(e) Management

7. Which of the following presents elements of the task environment of an organization?

- | | |
|---------------------------------------|---------------------------------------|
| (a) Customers, creditors, competitors | (b) Managers, employees, structure |
| (c) Managers, employees, creditors | (d) Managers, employees, stockholders |
| (e) Managers, employees, suppliers | |

8. Which of the following present the motivational factors as per the Motivation-hygiene theory of Herzberg?

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| (a) Achievement |
| (b) Salary |
| (c) Organizational policies |
| (d) Recognition |
| (e) Allowances |

9. Which of the following can be treated as (an) opportunity/ies (O) of an organization?

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|----------------------------|-----------------------------------|
| (a) Government concessions | (b) Motivated employees |
| (c) Poor management | (d) Strong organizational culture |
| (e) Government taxes | |

10. Fill in the blank.

..... is the currently used international strategy by the HSBC Bank.

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|-----------------------------|
| (a) Multinational strategy |
| (b) Transnational strategy |
| (c) Import strategy |
| (d) Export strategy |
| (e) Multi-domestic strategy |

11. Which of the following can be treated as examples for contingency plans of an organization?

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| (a) Plan for COVID – 19 Pandemic |
| (b) Corporate plan |
| (c) Finance plan |
| (d) Business unit plan |
| (e) Power shortage plan |

12. Which of the following is/are considered as a new type(s) of departmentalization?
- (a) Matrix
 - (b) Product
 - (c) Finance
 - (d) Project
 - (e) Functional
13. Fill in the blank.
- has been much affected by globalization and rapid technological advancement.
- (a) Functional organization
 - (b) Simple organization
 - (c) Matrix organization
 - (d) Virtual organization
 - (e) Mechanistic organization
14. Fill in the blank.
- are three examples of informal communication patterns.
- (a) Rumors, legends and gossips
 - (b) Chain, wheel and axel
 - (c) Chain, wheel and hub
 - (d) Chain, wheel and all-channel
 - (e) Chain, wheel and legends
15. Which of the powers among the following is/are presenting personal power of a manager?
- (a) Expert power
 - (b) Referent power
 - (c) Legitimate power
 - (d) Positional power
 - (e) Knowledge power
16. Which of the following is/are the principle(s) of total quality management of an organization?
- (a) Customer focus
 - (b) Employee focus
 - (c) Section isolation
 - (d) Supplier relations
 - (e) Information management

17. Which of the following can be treated as (a) social need(s) according to the theory of needs hierarchy?

- | | |
|------------------|---------------------|
| (a) Achievement | (b) Recognition |
| (c) Affiliation | (d) Personal growth |
| (e) Job security | |

18. Fill in the blank.

The culture of an organization is considered with its

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|-----------------|
| (a) leadership. |
| (b) structure. |
| (c) norms. |
| (d) mission. |
| (e) vision. |

19. Which of the following is/are (an) element(s) of the formal structure of an organization?

- | |
|-------------------|
| (a) Values |
| (b) Beliefs |
| (c) Leadership |
| (d) Hierarchy |
| (e) Formalization |

20. Which of the following is/are example(s) for feedforward control?

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| (a) Organizational policies |
| (b) Financial ratio analysis |
| (c) Variance analysis |
| (d) HR plan |
| (e) Financial statement analysis |
