



UNIVERSITY OF COLOMBO, SRI LANKA

UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY (EXTERNAL)

Academic Year 2019 – 3rd Year Examination – Semester 5

EN5101: Fundamentals of Management

07th July, 2019

(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 **4 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.**

1. Which of the following is/are **not** treated as a major role(s) of managers as per Henri Mintzberg?

- (a) Leader
- (b) Figure Head
- (c) Predictor
- (d) Motivator
- (e) Entrepreneur

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

- | | | |
|------------------------|-----------------------------|-----------------------|
| (a) Production Manager | (b) Chief Executive Officer | (c) Managing Director |
| (d) Marketing Manager | (e) Vice-President | |

3. “Effectiveness” in management involves

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

4. “Authoritarian” leaders mostly

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

5. The “one-best way” for managing is rejected by the

- | | | |
|----------------------------|---------------------------|--------------------------|
| (a) classical approach. | (b) systems approach. | (c) behavioral approach. |
| (d) quantitative approach. | (e) contingency approach. | |

6. Fill in the blank.

..... is an element of the task environment.

- | | |
|----------------|-----------------|
| (a) Management | (b) Structure |
| (c) Technology | (d) Competition |
| (e) Politics | |

7. Which of the following presents elements of the macro environment?

- | | |
|------------------------------------|---------------------------------------|
| (a) Managers, employees, structure | (b) Competitors, suppliers, creditors |
| (c) Owners, managers, creditors | (d) Globalization, politics, nature |
| (e) Owners, managers, suppliers | |

8. Which of the following present the motivational factors as per the Two-factor theory of work motivation?
- (a) Achievement
 - (b) Supervision
 - (c) Salary
 - (d) Recognition
 - (e) Company policies
9. Which of the following can be treated as an opportunity (O) of an organization.
- | | |
|------------------------|------------------------|
| (a) Passive workers | (b) Flexible structure |
| (c) Market competition | (d) Population growth |
| (e) Government taxes | |
10. Fill in the blank.
- is the mostly used international strategy by Sri Lankan organizations in the international markets.
- (a) Globalization strategy
 - (b) Transnational strategy
 - (c) Multi-domestic strategy
 - (d) Export strategy
 - (e) Multinational strategy
11. The establishment of goals of an organization should be based on its
- (a) structure.
 - (b) budgets.
 - (c) mission.
 - (d) procedures.
 - (e) action plans.
12. Which of the following is/are considered as major elements of organizing?
- (a) Procurement
 - (b) Job design
 - (c) Departmentalization
 - (d) Strategy
 - (e) Coordination
13. Fill in the blank.
- is more familiar to the small business organizations.
- (a) Market structure
 - (b) Simple structure
 - (c) Functional structure
 - (d) Geographical structure
 - (e) Matrix structure

14. Fill in the blank.

..... are two examples for the informal communication patterns.

- (a) Chain and wheel
- (b) Chain and gossips
- (c) Chain and rumors
- (d) Gossips and rumors
- (e) Gossips and wheels

15. Which of the power among the following is determined by the followership?

- (a) Reward power
- (b) Legitimate power
- (c) Referent power
- (d) Positional power
- (e) Coercive power

16. Which of the following is/are the principle(s) of Total Quality Management?

- (a) Customer focus
- (b) Supplier relations
- (c) Individual decision making
- (d) Departmental autonomy
- (e) Process management

17. Which of the following can be treated as a social need according to Abraham Maslow?

- | | |
|-----------------|-------------------|
| (a) Salary | (b) Recognition |
| (c) Affiliation | (d) Career growth |
| (e) Achievement | |

18. "Leaders can be made" has been emphasized by the

- (a) Traits approach to leadership.
- (b) Behavioral approach to leadership.
- (c) Situational approach to leadership.
- (d) Contingency approach to leadership.
- (e) Great man approach to leadership.

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

- (a) Values
- (b) Structure
- (c) Leadership
- (d) Beliefs
- (e) Artifacts

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

- (a) Manpower plan
- (b) Variance analysis
- (c) Onsite visit
- (d) Financial ratio analysis
- (e) HR policies
