UNIVERSITY OF COLOMBO, SRI LANKA

UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY (EXTERNAL)

Academic Year 2020 – 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 **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**.

- Calculators are **not** allowed.

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

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

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

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

3. "Efficiency" in management involves

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

4. "Democratic" leaders usually

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

5. The "effect of synergy" was emphasized by the

   (a) classical approach.   (b) system approach.   (c) open system theory.
   (d) quantitative approach.   (e) scientific management.

6. Fill in the blank.
   ……………….. is an element of the task environment.

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

7. Which of the following presents elements of the internal environment of a limited company?

   (a) Managers, employees, customers   (b) Managers, employees, structure
   (c) Managers, employees, creditors   (d) Managers, employees, stockholders
   (e) Managers, employees, suppliers

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

   (a) Company policies and administration
   (b) Salary
   (c) Achievement
   (d) Recognition
   (e) Appreciation

9. Which of the following can be treated as a threat (T) of an organization?

   (a) Unhappy workers   (b) Pandemic of COVID 19
   (c) Poor management   (d) Population growth
   (e) Government concessions

10. Fill in the blank.

    ………………… is the currently used international strategy by the Toyota Motor Corporation.

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

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

    (a) Procedures
    (b) Programs
    (c) Projects
    (d) Policies
    (e) Strategies

12. Which of the following is/are considered as types of departmentalization?

    (a) Product
    (b) Market
    (c) Finance
    (d) Production
    (e) Functional

13. Fill in the blank.

    ……………….. has minimized the significance of physical layout of the modern workplace.

    (a) Functional organization
    (b) Simple organization
    (c) Matrix organization
    (d) Virtual organization
    (e) Mechanistic organization

14. Fill in the blank.

    ……………….. are three examples for the formal communication patterns.

    (a) Chain, wheel 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 power(s) among the following is/are presenting the informal power of a manager?

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

16. Which of the following is/are the principle(s) of continuous improvement of an organization?

   (a) Strategic focus
   (b) Employee focus
   (c) Section isolation
   (d) Supplier relations
   (e) Information management

17. Which of the following can be treated as an esteem need as per the theory of needs hierarchy?

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

18. Fill in the blank.

   Culture of an organization is well defined with its ……………

   (a) leadership.
   (b) structure.
   (c) values.
   (d) mission.
   (e) goals.

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

   (a) Specialization
   (b) Values
   (c) Leadership
   (d) Hierarchy
   (e) Formalization

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

   (a) Inspection
   (b) Financial ratio analysis
   (c) Quality control
   (d) HR plan
   (e) Visual checks

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