



UCSC

University of Colombo, Sri Lanka

University of Colombo School of Computing

BIT

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

Academic Year 2022 — 3rd Year Examination — Semester 5

EN5101(R) — Fundamentals of Management (Repeat)

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 questions** on **5 pages**. Answer **all** questions.
- All questions are of the **MCQ** (Multiple Choice Questions) type.
- Each question will have **5 (five)** choices with **one or more** correct answers.
- This paper consists of 100 marks and all the 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 -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 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.**
- 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 others.
- (b) Management is the art of managing financial resources.
- (c) Management is the art of managing physical resources.
- (d) Management is the way of carrying out jobs and duties to satisfy owners of a business.
- (e) Management is the process of planning, organizing, leading, and controlling resources to achieve organizational goals.

2. Mr. Silva as a manager is responsible for the operational level management of an organization. He is supposed to coordinate tasks at the lower level of the organization. Which of the following position(s) can be held by Mr. Silva as per the above information?

- | | | |
|---------------------------|-----------------------------|-----------------|
| (a) Chairman | (b) Chief Executive Officer | (c) Team Leader |
| (d) Production Supervisor | (e) General Manager | |

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 communication
- (b) Informal teams
- (c) Informal communication
- (d) Worker competition
- (e) Formal teams

4. Fill in the blank.

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

- (a) Defensive strategy
- (b) Adaptable culture strategy
- (c) Achievement culture strategy
- (d) Consistent culture strategy
- (e) Offensive strategy

5. The establishment of goals of an organization should be based on its

- (a) budgets.
- (b) operational level plans.
- (c) single use plans.
- (d) mission.
- (e) structure.

6. Fill in the blank.

..... is/are more familiar to the departmentalization of a small business.

- (a) Functional structure
- (b) Matrix structure
- (c) Simple structure
- (d) Geographical structure
- (e) Product structure

7. Which of the following is a barrier or barriers to effective communication?

- (a) Noise
- (b) Filtering
- (c) Feedback
- (d) Coding
- (e) Language

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

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

9. The most suitable structure for a diversified business is/are the

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

10. Which of the following presents a tactical level goal of an organization?
- (a) Suboptimizing the functional budget.
 - (b) Minimizing inventory cost.
 - (c) Merge the organization with another organization in the same industry.
 - (d) Strategic alliances.
 - (e) Expand the overall business.
11. What is/are the characteristic(s) of a successful leader of an organization?
- (a) Personality
 - (b) Individualism
 - (c) Sociability
 - (d) Imposing
 - (e) Integrity
12. Which of the following present the principle(s) of Total Quality Management (TQM)?
- (a) Customer focus
 - (b) Supplier relations
 - (c) Individual decision making
 - (d) Departmental domination
 - (e) Process improvement
13. A popular method used by managers to analyze the industry competition is the
- (a) Cost analysis.
 - (b) SWOT analysis.
 - (c) BCG analysis.
 - (d) Five forces analysis.
 - (e) Sales analysis.
14. Most Sri Lankan businesses are trying to enter the foreign markets by offering domestically focused products to the selected countries where the focus is to increase their foreign sales. Hence it seems that these local firms are using the
- (a) Import strategy.
 - (b) Export strategy.
 - (c) Multinational strategy.
 - (d) Multidomestic strategy.
 - (e) Transnational strategy.
15. Which of the following needs can be recognized under the social needs as proposed by Maslow?
- (a) Belonginess
 - (b) Teamwork
 - (c) Affiliation
 - (d) Career growth
 - (e) Achievement

16. What is/are the general environmental trend(s) from those given below?

- (a) Increased globalization
- (b) Mergers and acquisitions
- (c) Economic downturns
- (d) Joint ventures
- (e) Natural hazards

17. The dual reporting style of organizing involves in the

- (a) divisional structure.
- (b) functional structure.
- (c) matrix structure.
- (d) simple structure.
- (e) geographical structure.

18. "Leaders can be developed" has been emphasized in the

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

19. The dynamic nature of work motivation is well explained 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) Alderfer's ERG theory of work motivation.

20. Fill in the blank.

.....involve the ongoing controls used to ensure that organizational activities are consistent with the performance standards.

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