



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 Herzberg?

- (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
