



UNIVERSITY OF COLOMBO, SRI LANKA

UNIVERSITY OF COLOMBO SCHOOL OF COMPUTING

DEGREE OF BACHELOR OF INFORMATION TECHNOLOGY (EXTERNAL)

*Academic Year 2021 – 3<sup>rd</sup> 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?

- |                             |
|-----------------------------|
| (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?

- |                            |                                   |
|----------------------------|-----------------------------------|
| (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.

- |                             |
|-----------------------------|
| (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?

- |                                  |
|----------------------------------|
| (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 .....

- |                 |
|-----------------|
| (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?

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

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