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

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