

TAKORADI TECHNICAL UNIVERSITY
SCHOOL OF APPLIED SCIENCE
DEPARTMENT OF TOURISM MANAGEMENT
END OF FIRST SEMESTER EXAMINATIONS

Office of the Dean
Faculty of Applied Sciences
Takoradi Technical University
Takoradi

2020/2021 ACADEMIC YEAR

QUESTION PAPER

DIPLOMA OF TECHNOLOGY I

2hrs30ins

DPTM 105

PRINCIPLES OF MANAGEMENT

ANSWER ALL QUESTIONS IN SECTION A AND ANY TWO (2) FROM SECTION B

SECTION A

1. Which term best describes the process of obtaining, deploying, and utilizing a variety of essential resources to contribute to an organization's success?

A) Planning B) organizing C) staffing D) management

2. Which title is given to an individual who is in charge of and coordinates the activities of a group of employees engaged in related activities within a unit of an organization?

A) Manager B) employee C) vendor D) contractor

3. Which management function involves setting goals and objectives and creating specific plans for completing them?

A) Planning B) organizing C) controlling D) leading

4. Which level of management is responsible for establishing a vision for the organization, developing broad plans and strategies, and directing subordinate managers?

A) First level managers B) middle managers C) executive managers D) second level managers

5. Which level of management is responsible for implementing programmes that are intended to carry out the broader objectives of an organization set by executives?

A) Supervisory managers B) middle managers C) first level managers D) chief financial managers

6. Which management principle states that each individual should report to only one boss in order to avoid conflict and/or confusion?

A) Division of command B) chain of command C) unity of direction D) unity of command

7. Which management principle states that orders and instructions should flow down from top to bottom or from a higher level manager to a lower one?

A) Division of work B) chain of command C) unity of direction D) unity of command

8. A manager who possesses knowledge of the processes, equipment, and potential problems of an industry would possess what type of managerial skill?

A) Technical B) administrative C) interpersonal D) organizational

9. The ability of a manager to interface and work effectively with individuals and groups is descriptive of what type of managerial skill?

A) Technical B) administrative C) interpersonal D) organizational

10. By exceeding the monthly marketing budget set for a company, a manager would fail to meet which type of performance measure?

A) Quantity B) quality and workmanship C) cost and budget control D) customer satisfaction

11. If a manager leads a team to exceed their monthly goal of new clients, which type of performance results have they attained?

A) quantity B) quality and workmanship C) cost and budget control D) customer satisfaction

12. For a manager, which should take priority- the job task or the employees performing the job?

A) The job task always takes priority over employees. B) Employees always take priority over the job task.

C) Neither, a manager should balance interest in the job task with the needs of the employees performing the job.

D) Neither, administration of the business takes priority over the job task and the employees

13. Economic uncertainty, regulatory requirements, and new competitors are examples of what type of factors that affect managers?

A) Intrapersonal factors B) internal factors C) interpersonal factors D) external factors

14. Which management function involves measuring results, comparing results to expectations, and taking corrective action?

A) Planning B) organizing C) leading D) controlling

15. Which type of issues are first level managers routinely influenced by?

A) Long range issues B) short range issues C) strategic issues D) shareholder issues

16. Which of the following characterize a manager as being effective?

A) They use a minimum amount of resources for the amount of outputs produced. B) They devote a large amount of time to planning. C) They achieve their goals. D) They interview, select, and train people who are most suitable to fill open jobs.

17. Which of the following characterize a manager as being efficient?
A) They use a minimum amount of resources for the amount of outputs produced. B) They devote a large amount of time to planning C) they achieve their goals. D) They interview, select, and train people who are most suitable to fill open jobs
18. Which management principle states that work should be divided so that each person will perform a specialized portion?
A) Division of work B) chain of command C) unity of direction D) unity of command
19. What two major end results are managers seeking on a daily basis?
A) a product or service B) management and efficiency C) energy and utilities D) facilities and equipment
20. In management, the various roles that managers are called on to perform are defined in which process?
A) Management process B) executive process C) business process D) supervisory process
21. Which type of managers are responsible for reporting to middle managers?
A) Employees B) managers C) executive managers D) second level managers
22. Which part of the management process includes measuring results, comparing results to expectations, and taking corrective action to bring results in to line?
A) Planning B) organizing C) leading D) controlling
23. The factor that makes employees to be continually interested in doing a job is:
a. Selection b. Recruitment c. Motivation d. Development
24. Which of the following principles of management describes "unity is strength"?
a. Discipline b. Esprit de corps c. Division of work d. Initiative
25. Dividing the work based on functions performed refers to:
a. Centralization b. Departmentalization c. Authority d. Responsibility
26. A leadership style that allows employees to do their work by themselves is:
a. Autocratic b. Democratic c. Laissez-Faire d. Charismatic
27. Which of the following refers to the arrangement of positions in an organization and their formal relationships to one another?
a. Job design b. Organizational structure c. Controlling d. Delegation
28. A systematic process to evaluate an individual employee's job performance is called
a. Training program b. Selection process c. Recruitment process d. Performance appraisal
29. An operational plan is also called as
a. Tactical plan b. Strategic plan c. Unit plan d. corporate plan
30. Mr. Ali is a Chief executive officer (CEO) of an organization. He is at which level of management?
a. Lower level b. Middle level c. Top level d. Team leader

29. Which of the following describes an employee's learning of job related skills?
a. Staffing b. Supervision c. Controlling d. Training

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30. Figures that remain unchanged when activity increases /decreases are
Contained in
A.Fixed Budget b. Balance Sheet Budget c. Master Budget d. None of the above

31. Which source of power is based on an individual's knowledge, special skills, abilities, or previous experience?
a. Legitimate power b. Rewarded power c. Expert power d. Referent power e. Coercive power

32. The management of people / labour should be handled by what department in an organization.
a. Administration b. accounting c. Informational system d. Human resource e. Customer service

33. A manufacturing company has divided its department into pattern making, Fabric cutting and fabric colouring. What type of departmentalization is this?
a. Geography departmentalization b. Function Departmentalisation
c. Process Departmentalisation d. Product Departmentalisation

34. When a subordinate or lower level manager passes information or offers suggestions to higher level management, they are using which level of communication
a. Downward communication b. upward communication
c. Lateral communication d. Diagonal communication

35. The SWOT approach assesses an organisations
a. Speed, Wants, Order, Timing b. Studies, Workflows, Opportunities, Trials
c. Strengths, Weaknesses, Opportunities, Threats d. Signs, Worries, Objectives, Techniques e. Structure, Workforce, Organization, Types

36. Process of management aims at

a. Cooperating with a number of persons pursuing a goal
b. Coordinating work of number of persons to achieve objectives
c Supervising a number of persons pursuing an objective d. None of the above

37. The process of decision making and control over action of human beings for the purpose of attaining pre-determined goals is known as

a. Organisation b. Management c. Orientation d. None of the above

38. Division of work makes a man

a. Jack of all trades b. Apprentice c. Specialist d. None of the above

39. Managers are born and not made. True or False

40. Management is a universal human activity. True or false

SECTION B (40 MARKS) ANSWER ANY THREE (2) QUESTIONS.

- 1a. What is tactical planning? (2marks)
 - 1b. What is another name for tactical planning? (2marks)
 - 1c. What is the normal duration for tactical plans? (2marks)
 - 1d. At which management level is tactical planning undertaken? (2marks)
 - 1e. What is strategic planning? (2marks)
 - 1f. What is the normal duration for strategic plans? (2marks)
 - 1g. At which management level is strategic planning undertaken? (2marks)
 - 1h. Outline the planning process. (6marks)
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- 2a. Identify and explain briefly the three main leadership styles. (9marks)
 - 2b. Identify any three contemporary leadership styles. (6marks)
 - 2c. Identify any five leadership principles. (5marks)
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- 3a. What is division of labour? (2marks)
 - 3b. Division of labour ensures specialisation, departmentalisation and integration explain. (9marks)
 - 3c. Why is the study of management important to the tourism manager? (9marks)