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EASTERN UNIVERSITY SRI LANKA

FACULTY OF COMMERCE AND MANAGEMENT

FIRST YEAR FIRST SEMESTER EXAMINATION IN BACHELOR OF BUSINESS
ADMINISTRATION HONS/ BACHELOR OF COMMERCE HONS – 2018/2019

PROPER/REPEAT (January/February 2022)

MGT 1024 Principles of Management

Note: This question paper consists two parts Part I and Part II. Part I consist of 20 questions each carry one mark. Part II consists of four questions for 80 Marks. You are requested to answer all Questions. The time allocated is 3 hours and the total number of pages is seven. The questions in Part I should be answered in the question paper itself and handed over along with the answer book.

Part I

1. A reporting relationship in which an employee receives orders from, and reports to, only one supervisor is known as:
 - a. Line of authority.
 - b. Centralization.
 - c. Unity of direction.
 - d. Unity of command.

2. Planning is based on:
 - a. decision-making,
 - b. forecasting,
 - c. staffing,
 - d. organizing

3. Participating in the planning process makes:
 - a. effective planning,
 - b. cost reduction,
 - c. increase output.
 - d. perception of opportunities

4. Planning is:
 - a. looking ahead,
 - b. guiding people,
 - c. delegation of authority,
 - d. fundamentals of staffing

5. Single use plans are:
 - a. applicable in non-recurring situation,
 - b. deals with recurring situations,
 - c. budgets,
 - d. Strategic

6. In a formal organization, "power" is associated with:
 - a. an individual,
 - b. position,
 - c. relationship,
 - d. control

7. _____ provides a focus and direction for formulating strategy to achieve organizational objectives.
 - a. Management by objectives
 - b. Strategy by objectives
 - c. Management by strategy
 - d. Strategic planning model.

8. Organization structure deliberately created by the management for achieving the objectives of the enterprise is called
 - a. Product organization
 - b. Functional organization
 - c. Formal organization
 - d. Informal organization

9. Grapevine is another term used to describe
 - a. Formal organization
 - b. Informal organization
 - c. Product organization
 - d. Project organization

10. The term used for defining the number of subordinates under a manager in an organization is called?
 - a. Span of management
 - b. Control of management
 - c. Division management
 - d. Departmentalization

11. Problems in the organization structure and the political environment are defined as constraints.
 - a. Internal-internal
 - b. External-internal
 - c. Internal-external
 - d. External-external

12. Organization culture is an aspect of the environment of an organization.
 - a. General
 - b. Task
 - c. Internal
 - d. External

13. It is through _____ that group members can be inspired, motivated, and guided to be successful and productive.
 - a. fellowship
 - b. sportsmanship
 - c. Coercion
 - d. leadership

14. Which style of leadership focuses on team building, conflict resolution, and morale?
 - a. surrogate leadership
 - b. social leadership
 - c. transparent leadership
 - d. task leadership

15. Influencing others to work willingly toward achieving the firm's objectives is:
 - a. Organizing
 - b. Motivation
 - c. Leadership
 - d. Management

16. A leader uses _____ when giving the individual or group the authority and responsibility to make a decision.
 - a. Consultation
 - b. Laissez-faire
 - c. Joint decision
 - d. Delegation

17. Maslow and Herzberg are two examples of _____ theories of motivation.
- process
 - content
 - expectancy
 - equity
18. According to Herzberg, which of the following may be regarded as hygiene/maintenance factors?
- Sense of achievement.
 - Recognition.
 - Personal growth and advancement.
 - None of the above.
19. Which of the following would be classified by Herzberg as a hygiene factor?
- Achievement
 - Promotion
 - Responsibility
 - Company policy
20. Which of the following functions or activities requires recruiting and placing qualified personnel needed for the organization so that it may achieve its objectives and goals?
- Planning
 - Staffing
 - Organizing
 - Controlling.