



PAST PAPERS

Faculty	Department / Section/Division
Not Applicable	Learning Resource Centre

**Past Papers**

Faculty of Management & social Sciences  
Department of Management and Business Studies

**BMgt. (Hons) in Human Resource Management**

**(Year 1 – Semester I)**

Document Control & Approving Authority	Senior Director – Quality Management & Administration
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Faculty of Management and Social Sciences  
Department of Management & Business Studies  
BMgt Hons in Human Resource Management/Business Administration  
Course CODE: BMgt 559/BMgt 558

Year I Semester I  
END SEMESTER EXAMINATION  
**Soft skills in Business Communication - MGHR/MGBM 1404**

- This paper consists of EIGHT (08) questions on SEVEN (07) pages.
- Answer Any FIVE (05) Questions including Question 01 and Question 02.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.03.29

Pass mark: 40%

Time: 03 Hours

### Part A

#### Question 01: (Compulsory)

Select and underline the most suitable answer.

- 1) \_\_\_\_\_ communication includes tone of voice, body language, facial expressions etc.
  - a. Nonverbal
  - b. verbal
  - c. letter
  - d. notice
  
- 2) \_\_\_\_\_ is the person who notices and decodes and attaches some meaning to a message.
  - a. Receiver

- b. Creator
  - c. Sender
  - d. Writer
- 3) Once the message is encoded in a desired format it is transferred through a medium called \_\_\_\_\_
- a. Channel
  - b. Medium
  - c. Media
  - d. Way
- 4) In oral communication there is a possibility of immediate \_\_\_\_\_.
- a. Reaction
  - b. Response
  - c. Reflection
  - d. Reset
- 5) What is the purpose of the first sentence of the body of a memo?
- a. Introduces the writer of the memo
  - b. States the purpose of the memo
  - c. Tells the audience who to interact with if they have queries
  - d. Serves as a formal greeting
- 6) A formal letter should be ..... to have the desired effect on the recipient.
- a. In the proper format.
  - b. To the point and relevant.
  - c. Grammatically correct.
  - d. All of these.
- 7) The ideal way to apply for the vacancy of a job is to submit a resume that is:
- a. full of personal information

- b. suitable for any job
  - c. self-recommending
  - d. specially written for that specific job
- 8) All of these are types of essays, except?
- a. Narrative essay
  - b. Personal essay
  - c. Argumentative essay
  - d. Descriptive essay
- 9) Which of the following is not a characteristic of a successful team in an organization?
- a. Appropriate leadership
  - b. Balanced participation
  - c. Cohesiveness
  - d. Mutual enmity
- 10) Which of the following should NOT be included in a summary?
- a. Main Points
  - b. Examples
  - c. Main sentence
  - d. Key words

(02 Marks\*10=20 Marks)

**Part B**

**Question 02: (Compulsory)**

Write short answers.

1. What is a business report? Define.

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2. Write 4 types of business reports.

3. Write 4 skills in teamwork in business communication.

4. What are the three Cs in personal branding?

5. Write the difference between business proposal and a business plan.

6. Write 3 types of business proposals.

7. What is conflict resolution? Define.

8. Write 4 Ethics and norms of formal and informal meetings.

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-----  
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9. What is a meeting agenda?

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-----  
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10. Write 4 things you have to do at the Pre-Interview Preparation.

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(02 Marks\*10=20 Marks)

### PART C

Select any three questions and write the answers.

#### Question 03

Study the given Case about Salary Negotiation at ABC Company and answer the questions.

Ms. Rashmika just graduated and, she's ready to get the first job, and she's through her first interviews. She receives an offer of a RS.35,000 salary, including benefits from ABC Company, from an entry-level marketing position that seems like a perfect fit. She is thrown off by the salary they are offering and knows that it is lower than what she was hoping for. Instead of panicking, she takes the advice of her mentor and does



a little research to know what the market range for the salary is for her area. She feels better after doing this, knowing that she was correct, and the offer is low compared to the market rate. After understanding more about the offer and the rates, she goes back to the HR representative and asks for her preferred rate of Rs. 45,500, knowing the minimum that she would accept is Rs. 40,000. Instead of going in for her lowest amount, she started higher to be open to negotiations with the company. She also sent a note regarding her expertise that warranted why she asked for that salary. To her happy surprise, the company counter offered at Rs. 43,000 – and she accepted.

- a. What key points of Ms. Rashmika's negotiation led to her success? (05 Marks)
- b. What could have Ms. Rashmika done better to get a better outcome for her salary? (05 Marks)
- c. Why is conflict resolution and negotiation important? Explain. (10 Marks)

#### Question 04

Teamwork happens when people work together toward a common goal.

- a. Mention the advantages and disadvantages of teamwork. (10 Marks)
- b. Discuss the importance of teamwork . (10 Marks)

#### Question 05

Presenting information clearly and effectively is a key skill in getting your message across. Today, presentation skills are required in almost every field, and most of us are required to give presentations on occasions.

- a. Explain the presentation skills we should have. (10 Marks)
- b. Discuss the main points that the presenter has to consider when creating a presentation effectively. (10 Marks)

**Question 06**

As companies become more focused on efficiency, productivity and profitability, it has become essential that having business meetings.

- a. What is a business meeting? Define and write two types of business meetings with examples. (10 Marks)
- b. How to organize a business meeting? Explain. (10 Marks)

**Question 07**

Meeting minutes are key for accountability and productivity.

- a. What is the purpose of writing meeting minutes? (05 Marks)
- b. Discuss the Importance of writing meeting minutes. (15 Marks)

**Question 08**

Personal Branding is the conscious and intentional effort to create and influence public perception of an individual by positioning them as an authority in their industry, elevating their credibility, and differentiating themselves from the competition, to ultimately advance their career, widen their circle of influence, and have a larger impact.

- a. Briefly explain the critical elements of an effective personal brand. (08 Marks)
- b. Why is Personal Branding Important? Discuss. (12 Marks)

-----END OF THE QUESTION PAPER-----



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Faculty of Management and Social Sciences  
Department of Management & Business Studies  
BMgt (Hons) in Human Resource Management/Business Administration  
Course CODE: BMgt 559/BMgt 558



Year I Semester I  
END SEMESTER EXAMINATION  
MGHR/MGBM 1403- Introduction to Information and  
Communication Technology

- This paper consists of EIGHT (08) questions on ELEVEN (11) pages.
- Answer FIVE (05) Questions including Question 01.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.03.25

Pass mark: 40%

Time: 03 Hours

**Question 01- Compulsory**

Select the most appropriate answer.

1. Which of the following is not a typical use of the Random Access Memory(RAM) of a personal computer?
  - a) Holding instructions for operations.
  - b) Providing storage for operating system.
  - c) Retaining information for output.
  - d) Keeping the BIOS program for boot-up.
2. Which of the following actions should not be carried out when constructing a web page?
  - a) Insert more than one hyperlink.
  - b) Compile the HTML file.

- c) Insert multimedia elements but not photos.
- d) Use .htm as the filename extension.

3. Which of the following statements about copyright is correct?

- a) It is valid for 20 years.
- b) It applies to computer software only.
- c) The author must register his/her work to obtain copyright.
- d) It applies automatically to the owner of the original work.

4. The following algorithm shows how a vending machine works:

Step 1: Wait to receive a coin.

Step 2: If the coin is not \$1, \$2, \$5 or \$10, eject it.

Step 3: If \$6 or more is deposited, do steps 4 and 5.

Step 4: Release a can of lemon tea.

Step 5: Reduce the deposit by \$6.

Step 6: Eject the deposit.

Step 7: Do step 1.

Which of the following statements about the algorithm is true?

- a) A can of lemon tea will cost less than \$6.
- b) The vending machine will release lemon tea.
- c) A can of lemon tea will cost more than \$6.
- d) A can of lemon tea will cost \$6.

5. Jimmy wants to include some multimedia elements in a presentation file. Instead of copying the multimedia elements into the file, he uses hyperlinks. Which of the following descriptions is correct?

- a) The presentation can include more multimedia elements.
- b) The presentation can be more interactive.
- c) The presentation can play video files immediately.
- d) The presentation file is smaller.



6. The specification of a CPU, 3.0 GHz, indicates \_\_\_\_\_

- a) The computational power
- b) The data transfer rate
- c) The storage capacity
- d) The maximum I/O speed

7. A 3×3 table is created in spreadsheet software and the preview of the printout is shown below: Which of the following actions is the most appropriate way to improve the presentation of the table?

The City of...	The City of...
The City of...	The City of...
The City of...	The City of...
The City of...	The City of...

The City of...	The City of...
The City of...	The City of...
The City of...	The City of...
The City of...	The City of...

- a) Change the horizontal alignment of the cells in the table.
- b) Change the content.
- c) Change the border setting.
- d) Change the print area.

8. Lilyana tells her friends, Kamal (Kamal@gmail.com), Pavithra (Pavithra@gmail.co) and Mauri (Mauri@gmail.com), the date of her birthday party through an email as shown below. Which of the following statements cannot be derived from this email?

<p>To:Kamal@gmail.com</p> <p>CC: <u>Pavithra@gmail.com</u></p> <p>BCC: <u>Mauri@gmail.com</u></p> <p>Subject: My birthday party on 25/4</p>
<p>Hi,</p> <p style="text-align: center;">Call me if you could come!</p> <p>Liyana</p>

- a) Kamal knows that the birthday party is held on 25/4.
  - b) Kamal knows that Pavithra receives the email.
  - c) Pavithra knows that Mauri receives the email.
  - d) Mauri knows that Kamal and Pavithra receive the email.
9. The flat panel screen is also known as
- a) CRT
  - b) LCD
  - c) OCR
  - d) VCD
10. Programs that perform specific task for users are referred to as
- a) Application software
  - b) Computer software
  - c) Operating software
  - d) System software
11. The device which is used to produce hard copies from personal computers in the campus is
- a) Photocopier
  - b) Monitor
  - c) Printer
  - d) Scanner
12. A computer program that enables users to surf the internet is known as
- a) Internet explorer
  - b) Navigator
  - c) Web browser
  - d) Internet surfer



13. The following are possible health hazards of prolonged use of the computer system except

- a) Back and neck pains
- b) Eye strain
- c) Tuberculosis
- d) Wrist pains

14. The main component that formed the basis for second-generation computers was:

- a) Vacuum tubes
- b) Registers
- c) Integrated circuits
- d) Transistors.

15. All of the following are symptoms of computer vision syndrome except for:

- a) Sore, tired, burning, itching or dry eyes
- b) Blurred or double vision
- c) Headache or sore neck
- d) Extreme pain in the forearm.

16. Pressing this key immediately after an action cancels or takes you out of that action

- a) Alt
- b) Backspace
- c) Esc
- d) Shift

17. Convert 0.256 KB to bits

- a) 1248
- b) 2400
- c) 1048
- d) 2097

18. Convert 2400 Kb to Bytes

- a) 0.2
- b) 0.3
- c) 0.4
- d) 0.5

19. Convert 150 kHz to Hz

- a) 0.00015
- b) 0.15
- c) 150000
- d) 150000000

20. Convert 1 GB to 1Gb

- a)  $1 * (1024)^6 * 8$
- b)  $1 * (1024)^3 * \frac{(1000)^3}{8}$
- c)  $1 * (1024)^3 * \frac{8}{(1000)^3}$
- d)  $1 * (1024)^3 * \frac{8}{(1024)^3}$

(01 Mark \* 20 = 20 Marks)

## Question 02

- a) Explain the term 'wearable computer' and give two examples of wearable computers. (04 Marks)
- b) List down two differences between main memory and secondary memory. (04 Marks)
- c) Why is main memory not suitable for permanent program storage or backup purposes? Furthermore, what is the main disadvantage to storing information on a magnetic disk drive as opposed to main memory? (04 Marks)



- d) Select a computer generation and then briefly explain about the following aspects with relevant to selected computer generation.

Main technology, input devices, output devices, advantages, disadvantages, examples. (08 Marks)

### Question 03

- a) Write down two differences between Batch processing system and Real Time Processing System? (04 Marks)
- b) What is GUI? What are the key components of GUI? Explain through an example. (04 Marks)
- c) Briefly explain two advantages of file compression. (04 Marks)
- d) Briefly explain four uses of an operating system. (08 Marks)

### Question 04

- a) Differentiate authentication and authorization by using examples. (04 Marks)
- b) Briefly explain one positive use and one negative use of internet (04 Marks)
- c) Peter is an IT manager in a company. He gives some suggestions for ergonomics of a new computer room below.
- Use adjustable chairs
  - Install blinds in windows to shade the monitors nearby
- For each of the above suggestions, explain briefly how the working conditions can be ergonomically improved and state the health hazards that can be reduced. (06 Marks)
- d) Briefly describe two advantages and two disadvantages of a LAN. (06 Marks)

### Question 05

Malith uses spreadsheet software to store the responses from 5 copies of questionnaire. Each copy consists of 6 questions. The responses to the questions are coded as values : 1,2,3 or 4. The following worksheet is used to record the responses.

	A	B	C	D	E	F	G	H	I
1		Q1	Q2	Q3	Q4	Q5	Q6		Total Number of copies
2	Copy 1	1	1	2	2	1	4		
3	Copy 2	1	2	4	4	3	3		
4	Copy 3	1	3		1	2	3		
5	Copy 4		4	2	3	2	4		
6	Copy 5	2	4	4	1	2	3		
7									
8	Mean response score	1.8	3	3.1	2.3	2.8	2.7		
9									
10	Total number of '1' and '2'	25	10	5	23	17	18		
11	Total number of '3' and '4'	14	30	34	14	23	12		
12									
13	Overall response	BAD	GOOD	GOOD	BAD	GOOD	BAD		
14									

- a) When some responses are missing, the corresponding cells in the worksheet are left blank. To calculate the total number of copies without any missing responses, firstly a function is entered into I2 and then copied into I3 to I6. Write the function that should be entered in I2. (02 Marks)
- b) The function that is entered in the I2 cell can be copied into I3 to I6 and can get the correct answers corresponding to the rows because of the default referencing style in MS Excel. What it is? (02 Marks)
- c) Briefly explain a special case where the referencing style mentioned above cannot be applied with an example. (04 Marks)
- d) The mean response score of a question is defined as;  
 Mean response score = Sum of all values of the responses on that question/No. of responses on that question. Write the formula that should be entered in B8.

(06 Marks)



e) The overall response of a question is regarded as 'GOOD' if it fulfills the following two conditions:

- The mean response score >2.5
- The total number of responses '3' and '4' > The total number of responses '1' and '2'

Otherwise, the overall response of the question is 'BAD'. Write the formula that should be entered in B13 (06 Marks)

**Question 06**

	A	B	C	D	E	F	G
1	<b>PAYROLL RECORDS JANUARY 2021</b>						
2	<b>Employee</b>	<b>Hours</b>	<b>Overtime Hours</b>	<b>Pay Rate (/hour)</b>	<b>Subtotal</b>	<b>Income Tax</b>	<b>Pay After Taxes</b>
3	John Abhot	36.00		\$12.00	\$432.00	24.67	
4	Terry Burke	40.00	2.00	\$15.00	\$645.00	24.67	
5	Linda Carlson	22.00		\$12.00	\$264.00	31.09	
6	Krista Carter	25.00		\$15.00	\$375.00	31.09	
7	John Dole	39.00		\$9.00	\$351.00	31.09	
8	James Erickson	40.00	9.00	\$12.00	\$642.00	31.09	
9	Fred Gretchen	39.00		\$20.00	\$780.00	31.09	
10	Sally Hertz	13.00		\$12.00	\$156.00	31.09	
11							
12	<b>Number of employees worked Overtime</b>	2					
13	<b>Total Hours (Regular and OT)</b>	265.00					
14	<b>Average Pay Rate</b>	\$31.75					
15	<b>Highest Pay After Taxes</b>						
16							
17							
18	<b>Income tax rate :</b>	<\$450	24.76%				
19		>=\$450	31.09%				
20							

- a) Write a function that should be entered in B12 cell to calculate the number of employees who worked overtime. (02 Marks)
- b) Write a function that should be entered in B13 cell to calculate the total hours (both regular and OT) worked. (02 Marks)
- c) Write a function that should be entered in B14 cell to calculate the average pay rate for employees. (02 Marks)

- d) Subtotal is equal to an employee's pay rate \*hours + Overtime hours\*1.5. Write a formula to calculate the subtotal in E3 cell. (02 Marks)
- e) In cells C18 and C19 are listed the Income tax rates. Write the formula that should be entered in F3 cell. (04 Marks)
- f) Write the formula that should be entered in G3 cell to calculate the pay after taxes. (02 Marks)
- g) In cell B15, write the formula that should be entered to calculate the highest Pay after taxes value. (02 Marks)
- h) Differentiate COUNT and COUNTA functions. (04 Marks)

### Question 07

Write down the code that is needed to create a html web page according to the instructions given below.

- a) In the head section include the title as Malware. (02 Marks)
- b) In the body section include a heading in heading 1 style as Malware. (02 Marks)
- c) Include a numbered list mentioning 3 types of malware. (03 Marks)
- d) Insert an image called virus 123, set width to 200 and height to 100. (03 Marks)
- e) Print the squares of the numbers 5 and 10. Each number should be on a separate line, next to it the number 2 superscripted, an equal sign and the result. (Example:  $10^2 = 100$ ) (02 Marks)
- f) Prepare the following table and insert the relevant long term of each of the internet term in the third row of the table. (08 Marks)

Internet Terms		
ISP	URL	Content
Mobitel	Long Term of URL	<i>Hello World</i>
Dialog		<u>Underlined Text</u>



**Question 08**

Write short notes on following.

(4\*05 Marks = 20 Marks)

- a) Email protocols
- b) Advantages and disadvantages of e learning
- c) Advantages and disadvantages of ecommerce
- d) Online security threats

-----END OF THE QUESTION PAPER-----



Faculty of Management and Social Sciences  
 Department of Management & Business Studies  
 B.Mgt(Hons) in Human Resource Management/ Business Administration  
 Course CODE: BMgt 558/BMgt 559

Year 1 Semester I  
 End Semester Examination  
 ENGLISH LANGUAGE FOR BUSINESS 1 – MGHR/ MGBM 1005

- This paper consists of FIVE (05) questions on ELEVEN (11) pages.
- Answer all questions
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.03.27

Pass mark: 40%

Time: 03 Hours

**Section A - Business Vocabulary/ Structures**

**Question 01:**

**A. Complete the paragraph with the most appropriate words given below. (10 Marks)**

*(certificate/ course/ degree/ development/ experience/ knowledge/ qualifications/ policy/ university)*

Our training programmer aims to teach you key (1)----- such as using spreadsheets. Although he lacks any formal (2)-----, such as a university degree, he's now one of our best managers. The (3)----- you study for at (4)----- is likely to decide the sort of job you do afterwards. At the end of the four - week training (5)-----, you will receive a (6)----- . You'll gain a

thorough (7)----- of the company's activities. However, there are a lot of things which you can only learn from the (8)-----you'll get working here. With our (9)----- of professional (10)-----, we expect him to soon become a manager.

**B. Complete sentences putting words in the correct order.**

**(10 Marks)**

I. director/ interviewed/ by/ was/ the/ I.

.....

II. she/ the/ usually/ at/ weekends/ work/ does?

.....

III. the/ only/ play/ not/ guitar/ speak/ three/ languages/ but/ also/ Carl and Jane.

.....

IV. workers/ of/ jobs/ soon/ lose/ their/ will/ thousands

.....

V. you/ car/ go/ were/ I/ by/ would/ I/ If.

.....

**Section B - English in Pragmatic/ Realistic Settings**

**Question 02:**

**A: Form the appropriate questions that match the replies in the given situation.**

**(10 Marks)**

**Look at the example:**      *How much did you pay for the textbook?*

**I paid Rs. 800/- for the textbook.**

I. Who.....?

The two officials are signing the treaty.

II. What.....?



She has written a novel.

III. How often .....?

The company audits accounts twice a year.

IV. When.....?

The factory manager will fly to America next week.

V. Why.....?

The manager was happy because his staff achieved all the goals of the company last year.

**B: Write the following statements in passive voice. (10 Marks)**

Look at the example: Sarah welcomes the new employees.

*The new employees are welcomed by Sarah.*

I. The supervisor will review this report.

.....

II. I have attached the current status report.

.....

III. The researchers announce the test results every year.

.....

IV. We should follow the recommended guidelines for replacing equipment.

.....

V. That company is introducing the ideas of corporate social responsibility.

.....

## Section C - Comprehension

### Question 03

**A:** Look at the statements below and the extracts from an article about business growth. Which section (A, B, C, or D) does each statement 1-5 refer to? (05 Marks)

#### Look at the example:

A company's ability to provide what its customers want may be affected by its size.

(A, B, C, D)

- I. There are times when job losses cannot be avoided. (A, B, C, D)
- II. Big organizations do not always adapt well to developments in the way business is generally done. (A, B, C, D)
- III. There is often a drop in staff motivation when companies increase in size. (A, B, C, D)
- IV. Employees should be old what their role is within a company. (A, B, C, D)
- V. It is difficult to know how quickly a company will grow. (A, B, C, D)

### **Business Growth**

- A. It is quite unusual for businesses to grow at a rate which is both controllable and predictable. Nevertheless, it seems to be widely accepted that growth is good. Certainly, a bigger organization should have the ability to leverage its total assets to be more competitive. However, it is by no means certain that a large organization is any more efficient overall than a small one. Growth can bring massive advantages to some sections of a company but gains in one area do not necessarily mean comparable gains in others.
- B. If we consider big businesses, we frequently find that companies that have been acquired, merged or consolidated fail to meet their objectives. All too often, massive growth leads to cost - cutting, followed by a slide in business and morale. The executive decision - makers in these companies need to understand that it is a combination of people, systems and processes that holds the key to raising performance. They have to win the hearts and minds of their existing employees, not to mention the loyalty of customers.

- C. Executives need to communicate a set of clear goals for the business. These goals should be developed throughout the company. It is also necessary to have measures in place to check that these goals have been attained. When two companies merge, it is inevitable that some people will be made redundant so as to avoid a duplication of work. Those who remain, though, will need to know what the objectives of the new business are and to understand how they fit in with these objectives.
- D. Many small companies excel at what they do. They are often more successful at meeting their customer needs and more responsive to shifts in worldwide business trends than their larger counterparts. They have advantages that major companies can only envy. Yet many of them are keen to be bigger. It is understandable that companies aim for growth, but they should build on what they do well., minimize the impact of their disadvantages, and focus on continuous improvement - which does not necessarily entail growth.

**B: Read the article below about the successful delegation of work. Choose the best word or phrase to fill each gap from A, B, C, or D. (15 Marks)**

### **Be a better boss by doing less work**

Delegation is an essential skill for any manager who (0) ...B... their business, it can be difficult to (1) ..... control and responsibility to others. Many managers fear that delegating means employing more staff, but it is often simply a question of (2) ..... the workload.

The first step towards effective delegation is to work out which tasks you must do yourself. Begin by writing down everything you do over a two - week (3) ..... and then analyse how you spend your time. (4) ..... how much of what you do is critical to achieving your business goals, and this will help you decide what you can delegate.

You can only delegate if you (5) ..... People with the right skills and experience to delegate to. Don't delegate to the wrong person, and make sure staff understand (6) ..... What they have to do. If measurable objectives such as key performance (7)..... or timescales are not clear, staff are left thinking they are doing a good job, (8) ..... actually, their efforts don't fully (9) ..... your expectations.



Remember, too, that the person you are delegating to must feel they are being rewarded, not punished. People are often willing to (10) ..... Responsibility for tasks above their grade, but there is a fine line between giving them tasks they find enjoyable and exploiting them. Ask your staff what tasks they would like to (11)..... And how they feel about the responsibility involved.

Give staff the freedom to (12)..... tasks in their own way. Explain what end result you (13) ..... But give them choices on the means to achieve it, and don't interfere. However, that doesn't mean taking no interest. It is important to (14) ..... Controls in place at the beginning so you can evaluate if the task is being done properly, and have a weekly review to (15) ..... progress.

Look at the example: (0)

A: desires    B: wants    C: aims    D: hopes

- |                     |                   |                |              |
|---------------------|-------------------|----------------|--------------|
| 1. A: hand over     | B: get across     | C: bring about | D: make out  |
| 2. A: recirculating | B: redistributing | C: recycling   | D: rerouting |
| 3. A: stage         | B: term           | C: time        | D: period    |
| 4. A: regard        | B: believe        | C: reflect     | D: consider  |
| 5. A: go over       | B: take on        | C: keep up     | D: send out  |
| 6. A: exactly       | B: actually       | C: certainly   | D: truly     |
| 7. A: indicators    | B: symbols        | C: signs       | D: notices   |
| 8. A: because       | B: whereas        | C: so          | D: since     |
| 9. A: complete      | B: reach          | C: meet        | D; arrive    |
| 10. A: hold         | B: accept         | C: agree       | D: carry     |
| 11. A: promise      | B: endeavor       | C: commit      | D: undertake |
| 12. A: perform      | B: function       | C: deliver     | D: operate   |
| 13. A: hope         | B: think          | C: expect      | D: wish      |
| 14. A: build        | B: fit            | C: let         | D: put       |
| 15. A: trace        | B: monitor        | C: enquire     | D: detect    |

**Section D - Presenting Information**

**Question 04**

**A:** XYZ company's offices were built 30 years ago, and they are urgently in need of modernization. They carried out a staff survey to get suggestions for changes. The data table below shows the number of employees and the suggestions they made. (10 Marks)

Suggestion	Number of employees
Modernize existing office	56
New offices in same area	32
New offices in city centre	65
No need a new office	22
No opinion	15

Represent this information in a pie chart.

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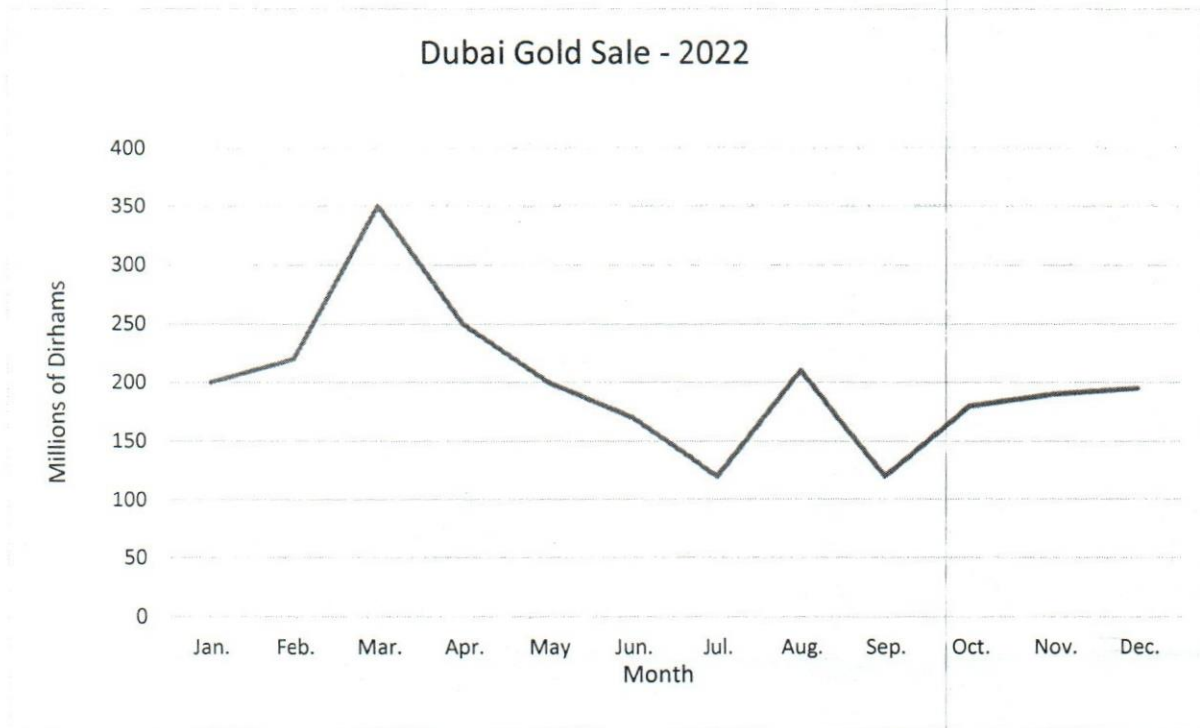
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**B:** The line chart below shows the Dubai Gold Sale in 2022. Fill in the blanks in the paragraph using the given words in brackets. (10 Marks)



*(low point/ declined/ doubled/ drop/ from/ increased slightly/ recovered/ remained/ rising sharply /sudden/ to/)*

In January, gold sales were about 200 million dirhams per month. In February they(1)\_\_\_\_\_ to Dhs 220 million, and (2)\_\_\_\_\_ to a peak of 350 million dirhams in March. Over the next four months, sales (3)\_\_\_\_\_ steadily, reaching (4)\_\_\_\_\_ of 120 million dirhams in July. In August, there was a (5)\_\_\_\_\_ increase. Sales almost (6)\_\_\_\_\_, rising from Dhs 120 million in July to Dhs 210 million in August. This was followed by a (7)\_\_\_\_\_ in September to Dhs 120 million. From September to October, sales (8)\_\_\_\_\_ from Dhs 120 million to Dhs 180 million. In October and November, sales (9)\_\_\_\_\_ steady, and there was a small increase in December (10)\_\_\_\_\_ 190 million dirhams.

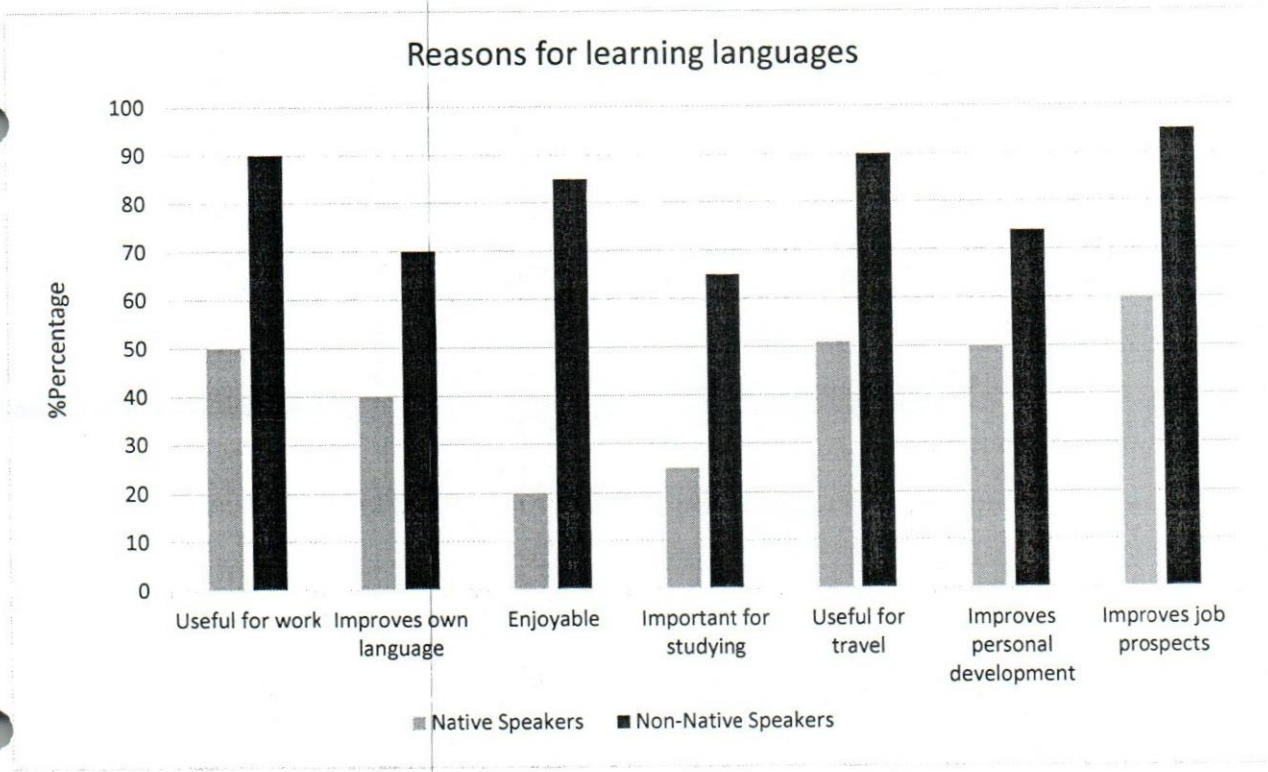


### Section E - Business Writing

#### Question 05

A: The bar chart below shows the results of a questionnaire to find why native and non-native speakers of English at a university in Australia learn languages. The questionnaire was given to 1,000 students. Write a paragraph describing the reasons for learning languages answering the following questions in complete sentences. No marks are given for separate sentences.

(10 Marks)



1. What does the bar chart show and how many students participated in the survey?
2. Where were the students from?
3. Which of the two groups was more positive about language learning?
4. Which reason comes top among non-native speakers of English and what is the percentage
5. What percentage of native speakers found language learning useful for work?
6. What percentage of second language speakers found language acquisition useful for work?
7. Which reason comes top among native speakers? What is the percentage?

8. Which reason comes bottom among native speakers? What is the percentage?

9. Conclusion 1 and 2

10. Recommendation

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**B: The department you work for overspent its budget last month and has now been told to cut costs.**

**Write an email to staff in your department:**

- **Saying how much the department overspent**
- **Explaining why the department overspent**
- **Telling staff what they must do to cut costs.**

**Write 40-50 words.**

**(10 Marks)**

To: all staff

From:

Date:

Subject: Cost cuts



Faculty of Management and Social Sciences  
 Department of Management & Business Studies  
 B.Mgt(Hons) in Human Resource Management/ Business Administration  
 Course CODE: BMgt 558/BMgt 559

Year I Semester I  
 End Semester Examination  
 ENGLISH LANGUAGE FOR BUSINESS I – MGHR/ MGBM 1005

- This paper consists of FIVE (05) questions on ELEVEN (11) pages.
- Answer all questions
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.03.27

Pass mark: 40%

Time: 03 Hours

**Section A – Business Vocabulary/ Structures**

**Question 01:**

A. Complete the paragraph with the most appropriate words given below. (10 Marks)

*(certificate/ course/ degree/ development/ experience/ knowledge/ qualifications/ policy/ university)*

Our training programmer aims to teach you key (1)----- such as using spreadsheets. Although he lacks any formal (2)-----, such as a university degree, he's now one of our best managers. The (3)----- you study for at (4)----- is likely to decide the sort of job you do afterwards. At the end of the four - week training (5)-----, you will receive a (6)----- . You'll gain a



thorough (7)----- of the company's activities. However, there are a lot of things which you can only learn from the (8)-----you'll get working here. With our (9)----- of professional (10)-----, we expect him to soon become a manager.

**B. Complete sentences putting words in the correct order.**

**(10 Marks)**

- I. director/ interviewed/ by/ was/ the/ I.  
.....
- II. she/ the/ usually/ at/ weekends/ work/ does?  
.....
- III. the/ only/ play/ not/ guitar/ speak/ three/ languages/ but/ also/ Carl and Jane.  
.....
- IV. workers/ of/ jobs/ soon/ lose/ their/ will/ thousands  
.....
- V. you/ car/ go/ were/ I/ by/ would/ I/ If.  
.....

**Section B - English in Pragmatic/ Realistic Settings**

**Question 02:**

**A: Form the appropriate questions that match the replies in the given situation. (10 Marks)**

**Look at the example:**      *How much did you pay for the textbook?*  
   *I paid Rs. 800/- for the textbook.*

- I. Who.....?  
The two officials are signing the treaty.
- II. What.....?

She has written a novel.

III. How often .....?

The company audits accounts twice a year.

IV. When.....?

The factory manager will fly to America next week.

V. Why.....?

The manager was happy because his staff achieved all the goals of the company last year.

**B: Write the following statements in passive voice.**

**(10 Marks)**

**Look at the example:** Sarah welcomes the new employees.

*The new employees are welcomed by Sarah.*

I. The supervisor will review this report.

.....

II. I have attached the current status report.

.....

III. The researchers announce the test results every year.

.....

IV. We should follow the recommended guidelines for replacing equipment.

.....

V. That company is introducing the ideas of corporate social responsibility.

.....

## Section C - Comprehension

### Question 03

**A:** Look at the statements below and the extracts from an article about business growth. Which section (A, B, C, or D) does each statement 1-5 refer to? (05 Marks)

#### Look at the example:

A company's ability to provide what its customers want may be affected by its size.

(A, B, C, D)

- I. There are times when job losses cannot be avoided. (A, B, C, D)
- II. Big organizations do not always adapt well to developments in the way business is generally done. (A, B, C, D)
- III. There is often a drop in staff motivation when companies increase in size. (A, B, C, D)
- IV. Employees should be old what their role is within a company. (A, B, C, D)
- V. It is difficult to know how quickly a company will grow. (A, B, C, D)

### **Business Growth**

- A. It is quite unusual for businesses to grow at a rate which is both controllable and predictable. Nevertheless, it seems to be widely accepted that growth is good. Certainly, a bigger organization should have the ability to leverage its total assets to be more competitive. However, it is by no means certain that a large organization is any more efficient overall than a small one. Growth can bring massive advantages to some sections of a company but gains in one area do not necessarily mean comparable gains in others.
- B. If we consider big businesses, we frequently find that companies that have been acquired, merged or consolidated fail to meet their objectives. All too often, massive growth leads to cost - cutting, followed by a slide in business and morale. The executive decision - makers in these companies need to understand that it is a combination of people, systems and processes that holds the key to raising performance. They have to win the hearts and minds of their existing employees, not to mention the loyalty of customers.



- C. Executives need to communicate a set of clear goals for the business. These goals should be developed throughout the company. It is also necessary to have measures in place to check that these goals have been attained. When two companies merge, it is inevitable that some people will be made redundant so as to avoid a duplication of work. Those who remain, though, will need to know what the objectives of the new business are and to understand how they fit in with these objectives.
- D. Many small companies excel at what they do. They are often more successful at meeting their customer needs and more responsive to shifts in worldwide business trends than their larger counterparts. They have advantages that major companies can only envy. Yet many of them are keen to be bigger. It is understandable that companies aim for growth, but they should build on what they do well., minimize the impact of their disadvantages, and focus on continuous improvement - which does not necessarily entail growth.

**B: Read the article below about the successful delegation of work. Choose the best word or phrase to fill each gap from A, B, C, or D. (15 Marks)**

### Be a better boss by doing less work

Delegation is an essential skill for any manager who (0) ...B... their business, it can be difficult to (1) ..... control and responsibility to others. Many managers fear that delegating means employing more staff, but it is often simply a question of (2) ..... the workload.

The first step towards effective delegation is to work out which tasks you must do yourself. Begin by writing down everything you do over a two - week (3) ..... and then analyse how you spend your time. (4) ..... how much of what you do is critical to achieving your business goals, and this will help you decide what you can delegate.

You can only delegate if you (5) ..... People with the right skills and experience to delegate to. Don't delegate to the wrong person, and make sure staff understand (6) ..... What they have to do. If measurable objectives such as key performance (7)..... or timescales are not clear, staff are left thinking they are doing a good job, (8) ..... actually, their efforts don't fully (9) ..... your expectations.

Remember, too, that the person you are delegating to must feel they are being rewarded, not punished. People are often willing to (10) ..... Responsibility for tasks above their grade, but there is a fine line between giving them tasks they find enjoyable and exploiting them. Ask your staff what tasks they would like to (11)..... And how they feel about the responsibility involved.

Give staff the freedom to (12)..... tasks in their own way. Explain what end result you (13) ..... But give them choices on the means to achieve it, and don't interfere. However, that doesn't mean taking no interest. It is important to (14) ..... Controls in place at the beginning so you can evaluate if the task is being done properly, and have a weekly review to (15) ..... progress.

Look at the example: (0)

A: desires    B: wants    C: aims    D: hopes

- |                     |                   |                |              |
|---------------------|-------------------|----------------|--------------|
| 1. A: hand over     | B: get across     | C: bring about | D: make out  |
| 2. A: recirculating | B: redistributing | C: recycling   | D: rerouting |
| 3. A: stage         | B: term           | C: time        | D: period    |
| 4. A: regard        | B: believe        | C: reflect     | D: consider  |
| 5. A: go over       | B: take on        | C: keep up     | D: send out  |
| 6. A: exactly       | B: actually       | C: certainly   | D: truly     |
| 7. A: indicators    | B: symbols        | C: signs       | D: notices   |
| 8. A: because       | B: whereas        | C: so          | D: since     |
| 9. A: complete      | B: reach          | C: meet        | D; arrive    |
| 10. A: hold         | B: accept         | C: agree       | D: carry     |
| 11. A: promise      | B: endeavor       | C: commit      | D: undertake |
| 12. A: perform      | B: function       | C: deliver     | D: operate   |
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**Section D - Presenting Information**

**Question 04**

**A:** XYZ company's offices were built 30 years ago, and they are urgently in need of modernization. They carried out a staff survey to get suggestions for changes. The data table below shows the number of employees and the suggestions they made. (10 Marks)

Suggestion	Number of employees
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Represent this information in a pie chart.

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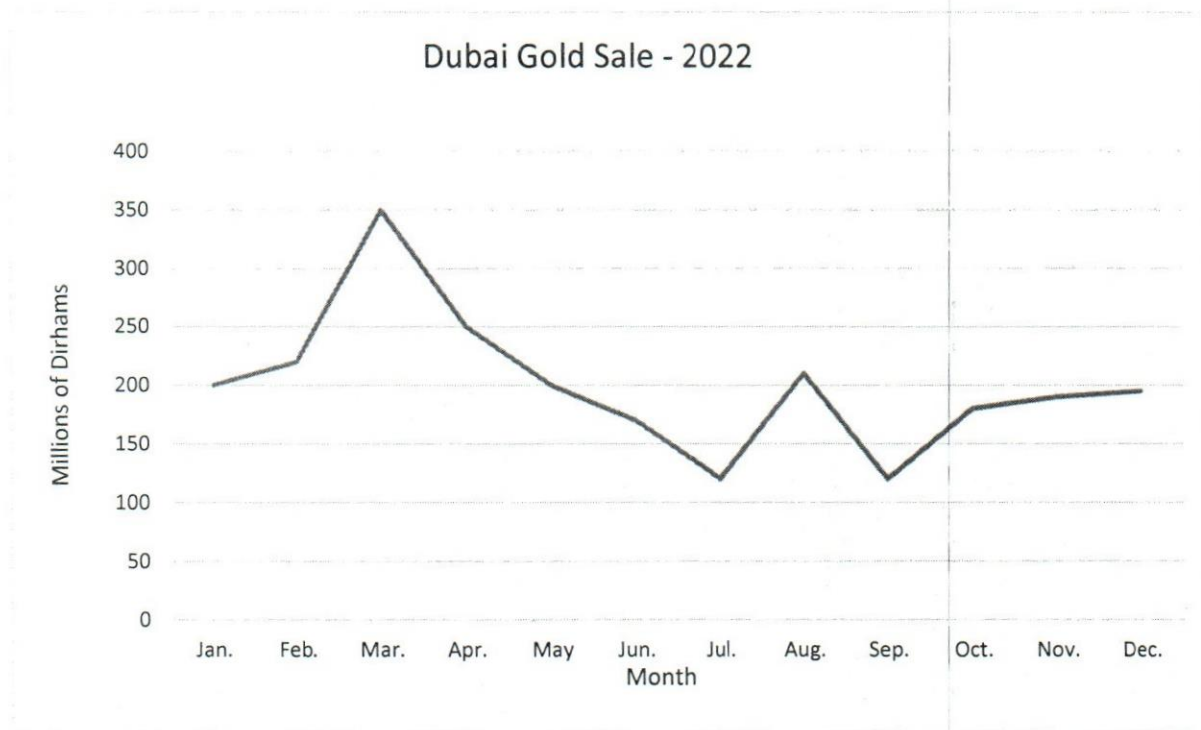
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**B: The line chart below shows the Dubai Gold Sale in 2022. Fill in the blanks in the paragraph using the given words in brackets. (10 Marks)**



*(low point/ declined/ doubled/ drop/ from/ increased slightly/ recovered/ remained/ rising sharply /sudden/ to/)*

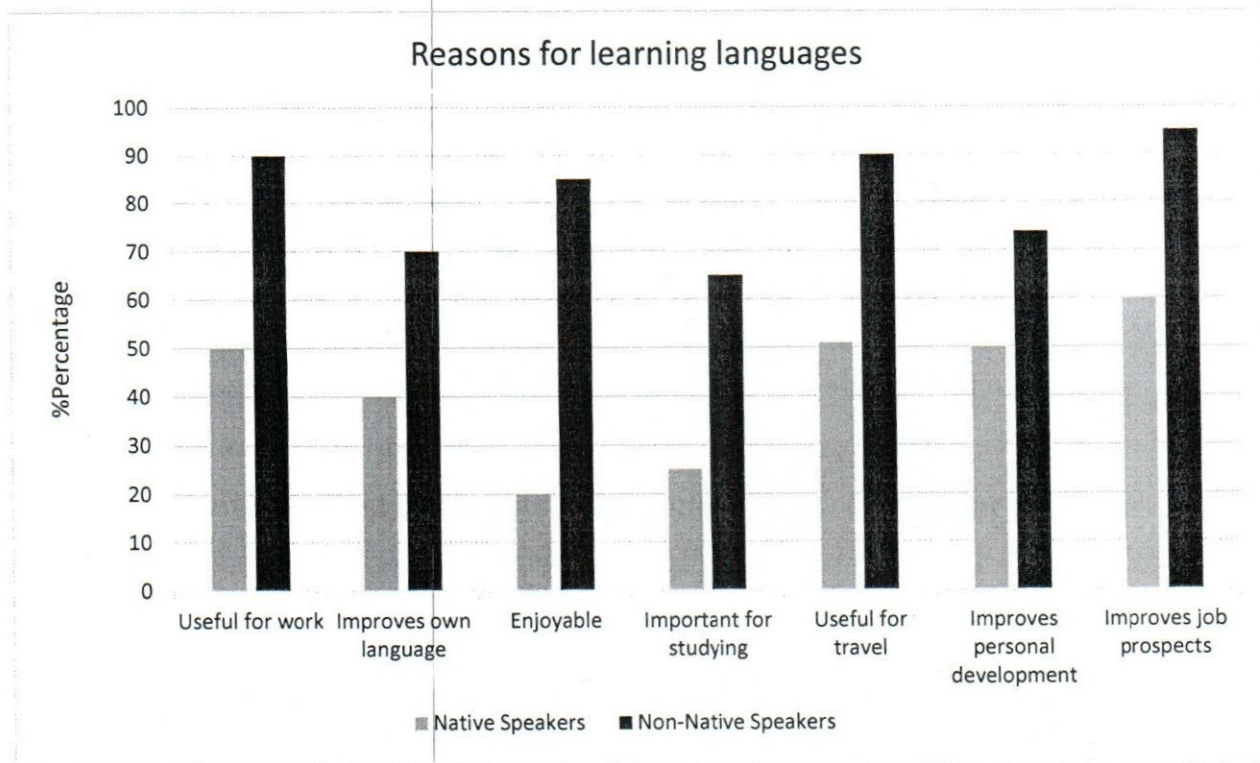
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## Section E - Business Writing

### Question 05

A: The bar chart below shows the results of a questionnaire to find why native and non-native speakers of English at a university in Australia learn languages. The questionnaire was given to 1,000 students. Write a *paragraph* describing the reasons for learning languages answering the following questions *in complete sentences*. No marks are given for separate sentences.

(10 Marks)



1. What does the bar chart show and how many students participated in the survey?
2. Where were the students from?
3. Which of the two groups was more positive about language learning?
4. Which reason comes top among non-native speakers of English and what is the percentage?
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10. Recommendation

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**B: The department you work for overspent its budget last month and has now been told to cut costs.**

**Write an email to staff in your department:**

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- Explaining why the department overspent
- Telling staff what they must do to cut costs.

**Write 40-50 words.**

**(10 Marks)**

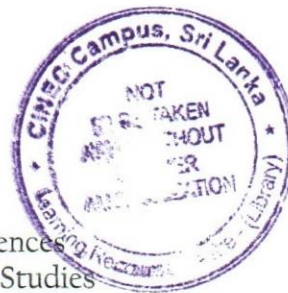
To: all staff

From:

Date:

Subject: Cost cuts





Faculty of Management and Social Sciences  
Department of Management & Business Studies  
BMgt (Hons) in Human Resource Management/Business Administration  
Course CODE: BMgt 559/BMgt 558

Year I Semester I  
END SEMESTER EXAMINATION  
MGHR/MGBM 1302-Business Mathematics for Decisions

- This paper consists of EIGHT (08) questions on SEVEN (07) pages.
- Answer FIVE (05) Questions including Question 01.
- Only non-programmable calculators are allowed.
- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 2023.03.19

Pass mark: 40%

Time: 03 Hours

**Question 01: (Compulsory)**

For questions, 1-10 choose the correct answer.

(02 Marks each)

1. Choose the incorrect statement.
  - (a) Every rational number is a real number.
  - (b)  $4\pi + 6$  is an irrational number.
  - (c) Every natural number is a rational number.
  - (d)  $\mathbb{Z} \subset \mathbb{N}$
  - (e)  $5e - 4$  is a real number.
2. Choose the correct statement regarding  $f(x) = 6x^2 - 2x + 7$ .
  - (a)  $f(x)$  has two distinct real roots.
  - (b) Graph of  $f(x)$  is an open downward parabola.
  - (c)  $f(x)$  has no real roots.
  - (d)  $f(x)$  has one repeated root.
  - (e) All the above statements are incorrect.

3. The elements of set  $A = \{x|x = 4n \text{ where } n \in \mathbb{Z} \text{ and } -3 \leq n \leq 2\}$  is correctly listed in,

- (a)  $A = \{\dots, -12, -8, -4, 0, 4, 8, 12, \dots\}$
- (b)  $A = \{-12, -8, -4, 0, 4, 8\}$
- (c)  $A = \{4, 8, 12, 16, \dots\}$
- (d)  $A = \{-12, -8, -4, 4, 8\}$
- (e)  $A = \{-3, -2, -1, 0, 1, 2\}$

4. Choose the first derivative of  $f(x) = 4x^3 + 5x - 9$ .

- (a)  $f'(x) = 4x^2 + 5$
- (b)  $f'(x) = 12x^2 - 4$
- (c)  $f'(x) = 12x^2 + 5$
- (d)  $f'(x) = x^4 + 5\frac{x^2}{2} - 9x + c$
- (e)  $f'(x) = 4x^2 - 9$

5. Let  $A = \begin{pmatrix} 2 & -5 & 1 \\ -5 & 1 & 6 \\ 1 & 6 & -2 \end{pmatrix}$ . Choose the incorrect statement regarding A.

- (a) A is a square matrix.
- (b)  $|A| \neq 0$
- (c) A is a symmetric matrix.
- (d)  $|A| = |A^T|$
- (e) A is a diagonal matrix.

6. Choose the answer for  $\lim_{x \rightarrow 2} \frac{x^2 + 4x + 2}{x + 3}$ .

- (a)  $-\frac{14}{5}$
- (b)  $\frac{12}{5}$
- (c)  $\frac{14}{5}$
- (d)  $\frac{12}{5}$
- (e) None of the above.

7. Simplify  $\sqrt{48} + \sqrt{75} - \sqrt{192}$  and choose the answer.

- (a)  $\sqrt{3}$
- (b)  $-\sqrt{3}$
- (c)  $4\sqrt{3}$
- (d)  $2\sqrt{5}$
- (e) None of the above.

8. Compute  $\int_2^5 x^3 + e^x dx$  and choose the answer from below.

- (a) 425.25
- (b) 883.24
- (c) -293.27
- (d) 293.27
- (e) -425.25

9. Let  $A = \begin{pmatrix} 5 & 6 \\ 2 & -3 \end{pmatrix}$  and  $B = \begin{pmatrix} x+2 & 6 \\ 2 & y-4 \end{pmatrix}$ . If  $A = B$  values of  $x, y$  are,

- (a)  $x = 3$  and  $y = -1$
- (b)  $x = -3$  and  $y = 1$
- (c)  $x = -2$  and  $y = 1$
- (d)  $x = 6$  and  $y = -1$
- (e)  $x = 3$  and  $y = 1$

10. Ascending order of the numbers  $|-5|, -|4|, 11, |-7|, -5$  is,

- (a)  $-5, -|4|, |-7|, |-5|, 11$
- (b)  $-5, -|4|, |-5|, |-7|, 11$
- (c)  $11, |-7|, |-5|, -|4|, -5$
- (d)  $-|4|, |-7|, |-5|, -5, 11$
- (e) None of the above.



## Question 02

(a) Find the values of  $a, b, c$  and  $d$  such that

$$2 \begin{pmatrix} a & 0 \\ 1 & b \end{pmatrix} - 3 \begin{pmatrix} 1 & c \\ d & -1 \end{pmatrix} = \begin{pmatrix} 3 & 3 \\ -4 & -4 \end{pmatrix}. \quad (06 \text{ Marks})$$

(b) Write as a single logarithm, then simplify the answer.

(i)  $2 \log_5 20 - (\log_5 10 + \log_5 8)$  (02 Marks)

(ii)  $\log_6 24 + \log_6 10 - 4 \log_6 18$  (02 Marks)

(c) Considering the function  $y = 3x^{\frac{1}{2}} - 4x^{-\frac{1}{2}}, x > 0$ :

(i) Find  $\frac{dy}{dx}$ . (03 Marks)

(ii) Find  $\int y \, dx$ . (03 Marks)

(iii) Hence show that  $\int_1^3 y \, dx = A + B\sqrt{3}$ , where  $A$  and  $B$  are integers to be found.

(04 Marks)

## Question 03

(a) The results of four soccer teams A, B, C, and D are shown below together with a matrix showing how points are awarded for a Win, Draw, and Loss.

	Win	Draw	Loss
A	7	3	5
B	5	4	2
C	8	2	5
D	6	3	4

	Points
Win	4
Draw	1
Loss	0

(i) Create a 4 by 3 matrix  $\mathbf{T}$  for the Team results. (02 Marks)

(ii) Create a 3 by 1 matrix  $\mathbf{P}$  for the points for each result. (02 Marks)

(iii) Multiply  $\mathbf{T}$  and  $\mathbf{P}$  and hence state which team has the most points.

(06 Marks)

(b) Given that the equation  $kx^2 + 8x + k = 0$ , where  $k$  is a positive integer, has equal roots, find the value of  $k$ . (03 Marks)

(c) Consider  $\lim_{x \rightarrow -1} \frac{x+1}{\sqrt{x+5}-2}$ .

(i) Show that the above limit gives an indeterminate form when direct substitution is used. (02 Marks)

(ii) Evaluate the limit by rewriting the expression in an equivalent form. (05 Marks)

### Question 04

(a) Figure 1 shows the finite region,  $R$ , bounded by the curve with equation  $y = x(x + 4)$ , the line with equation  $y = 12$  and the  $y$ -axis.

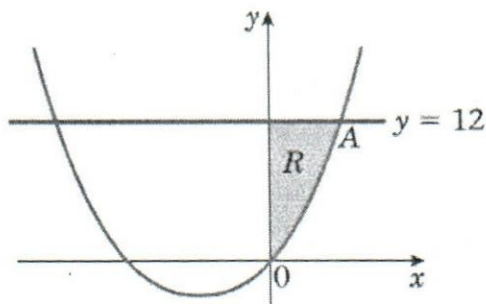


Figure 1

(i) Find the coordinate of the point  $A$  where the line meets the curve. (03 Marks)

(ii) Find the area of  $R$ . (05 Marks)

(b) Expand the given logarithms.

(i)  $\log_a(x^3yz^{\frac{1}{4}})$  (03 Marks)

(ii)  $\log_b \frac{x\sqrt{y}}{z^3}$  (03 Marks)

(c) Find the set of values of  $x$  for which:

(i)  $4(2x - 3) > 10 - 2x$  (02 Marks)

(ii)  $2x^2 - 7x + 3 > 0$  (04 Marks)

## Question 05

(a) Let  $A = \begin{pmatrix} 4 & 5 & -2 \\ 3 & 4 & 0 \\ -4 & 2 & 1 \end{pmatrix}$  and  $B = \begin{pmatrix} 3 & 4 & 0 \\ 4 & 5 & -2 \\ -16 & 8 & 4 \end{pmatrix}$ .

(i) Calculate  $|A|$ . (04 Marks)

(ii) Determine the  $|B|$  without calculations and mention the reasons for your answer. (02 Marks)

(iii) Create matrix  $C$  by changing  $A$  as below.

$$R_3 \rightarrow 2R_1 + R_3. \quad (02 \text{ Marks})$$

(iv) Write  $C^T$ . (02 Marks)

(v) Determine  $|C^T|$  without calculations and mention reasons for your answer. (02 Marks)

(b) Solve the below inequality and display the set of solutions on a real number line.

$$|3x + 2| - 4 \leq 2 \quad (05 \text{ Marks})$$

(c) Rationalize the denominator in  $\frac{2}{3\sqrt{3}+5}$ . (03 Marks)

## Question 06

(a) A function  $f(x)$  is defined as follows.

$$f(x) = x^2 + 5x - 24$$

(i) Determine the nature of the roots of  $f(x)$  using discriminant. (03 Marks)

(ii) Sketch the graph of  $f(x)$  by calculating x-intercepts, y-intercept and vertex. (10 Marks)

(iii) Calculate the first derivative of  $f(x)$ . (02 Marks)

(iv) Use the first derivative you calculated in a(iii) and re-calculate the x-coordinate of the vertex. (02 Marks)

(b) Simplify  $\left(\frac{2x^2t^0}{y^{-2}z^3}\right)^4$  (03 Marks)



**Question 07**

- (a) Consider the given system of simultaneous linear equations.

$$2x + y - z = 3$$

$$x + y + z = 1$$

$$x - 2y - 3z = 4$$

Solve the system for  $x$ ,  $y$  and  $z$  using Cramer's Rule.

(15 Marks)

- (b) Solve
- $\int x^3 \ln x \, dx$
- using integration by parts.

(05 Marks)

**Question 08**

- (a) Write the domain of the function
- $g(x) = \frac{4+3x^2}{x-2}$
- . (02 Marks)

- (b) Differentiate
- $f(x) = 4e^{2x}(2x^2 + 7x + 9)$
- . (04 Marks)

- (c) Solve given two equations. (06 Marks)

(i)  $2 \log_4(2x + 5) = 2$

(ii)  $4e^{2x+5} = 32$

- (d) Let
- $f(x) = 2x^2 - 4$
- and
- $g(x) = 4e^x$
- .

(i) Find  $(f \circ g)(x)$ . (02 Marks)

(ii) Evaluate  $g(f(2))$ . (03 Marks)

(iii) Find  $\int_4^7 f(x) \, dx$ . (03 Marks)

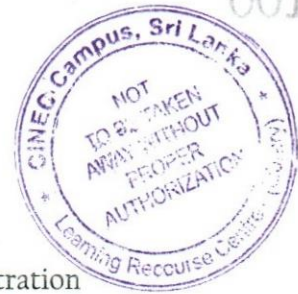
-----END OF THE QUESTION PAPER-----

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00104



Faculty of Management and Social Sciences  
Department of Management & Business Studies  
BMgt (Hons) in Human Resource Management/Business Administration  
Course CODE: BMgt 559/BMgt 558



Year I Semester I  
END SEMESTER EXAMINATION  
MGHR/MGBM 1401-Management Fundamentals

- This paper consists of EIGHT (08) questions on SEVEN (07) pages.
- Answer FIVE (05) Questions including Question 01.
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- You may use appropriate graphs, diagrams, equation/s to prove or justify the answers.
- If you have any doubt as to the interpretation of the wording of a question, make your own decision, but clearly state it on the script.

Date: 11.03.2023

Pass mark: 40%

Time: 03 Hours

**Question 01: (Compulsory) Select the most appropriate answer.**

- Which of the following is not a common characteristic of an organization?
  - Systematic structure
  - Set of people
  - Profit orientation
  - Distinctive purpose and goals
- Which of the following statement best describe the concept "management"?
  - A systematic arrangement of people brought together to accomplish some specific purpose.
  - the attainment of organizational goals in an effective and efficient manner through planning, organizing, leading, and controlling organization resources
  - deciding where the organization want to be in future and how to get there.
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- III. Which of the following is not a managerial role identified by Henry Mintzberg?
- Figurehead
  - Leader
  - Spokesperson
  - Decision maker
- IV. Efficiency means;
- completing activities so that organizational goals are attained.
  - getting the least amount of output from the most number of inputs.
  - doing things right
  - doing right things
- V. Conceptual skill is;
- the cognitive ability to see the organization as a whole and the relationship among its parts.
  - the managers ability to work with and through other people and to work effectively as a group member.
  - the understanding of and proficiency in the performance of specific task
  - managers ability to monitor employees activities.
- VI. In emergencies, non-routine decisions are most often made by:
- first-line managers
  - middle level managers
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- VII. There is usually no established procedure for handling:
- a) non-routine decisions
  - b) routine decisions
  - c) technically guided decisions
  - d) decision-making
- VIII. Which of the following theorist discussed about 14 principles of management?
- a) Frederick Winslow Taylor
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  - c) Frank Gilbreths
  - d) Max Weber
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- a) Managers must be able to give orders.
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- a) grouping of activities in particular sectors, such as housing or health
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- XI. Which one of the below is a characteristic of Weber's Bureaucracy
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- a) growth, stability, renewal.
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- XV. Job analysis is;
- the process by which managers ensure that they have the right number and kinds of capable people in the right places and at the right times.
  - a written statement describing a job (job content, environment, and conditions of employment)
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- Performance-Simulation Tests
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  - Physical Examinations
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**From question XVII to XX;**

**Fill in the blanks by selecting the most appropriate word from the given options.**

XVII \_\_\_\_\_ (recruitment/ selection) is the process of screening job applicants to determine who is best qualified for the job where as XVIII \_\_\_\_\_ (recruitment/ selection) is the process of locating, identifying, and attracting capable applicants.

A narrow span-of-control fosters XIX \_\_\_\_\_ (general/ close) supervision and XX \_\_\_\_\_ (lengthens/ shortens) administrative distance between levels of management.

(1 Marks \* 20 = 20 Marks)





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### Question 02

- a) What is planning? (03 Marks)
- b) Discuss the advantages and limitations of planning? (07 Marks)
- c) Well-constructed goals have five main characteristics. Explain these characteristics using an example. (10 Marks)

### Question 03

- a) What is organizational structure? (04 Marks)
- b) List 6 basic elements of organizational structure? (06 Marks)
- c) "Wider spans are more efficient in terms of cost. However, at some point, wider spans may reduce effectiveness" Draw wide and narrow span of control and explain the above statement. (10 Marks)

### Question 04

- a) "The contingency or situational approach to leadership considers the situation as the important feature in considering the characteristics of effective leadership". Elaborate the above statement using suitable theory of your choice. (10 Marks)
- b) One of the frequently asked questions in management is that "whether money motivates". What is your answer to this question? Justify your answer using suitable theory. (10 Marks)



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### Question 05

- a) What are the three steps in the control process? Describe them in detail. (14 Marks)  
 b) Differentiate feedforward, concurrent, and feedback controls. (06 Marks)

### Question 06

The external environment consists with everything outside an organization that might affect the ability of the organization to attain its goals. Explain the impact of below forces/factors for the organization's ability to attain its goals, with examples.

- a) Suppliers  
 b) Competitors  
 c) Demographic forces  
 d) Economic forces. (05 Marks \* 4 = 20 Marks)

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- a) What is communication? (04 Marks)  
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### Question 08

"Managers at all levels and in all areas of organizations make decisions". Describe the eight steps in the decision-making process (20 Marks)

-----END OF THE QUESTION PAPER-----



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Year I Semester I  
END SEMESTER EXAMINATION  
**MGHR/MGBM 1401-Management Fundamentals**

- This paper consists of EIGHT (08) questions on SEVEN (07) pages.
- Answer FIVE (05) Questions including Question 01.
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Date: 11.03.2023

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