CINEC
CAMPUS
Beyond A Graduate

Faculty of Management and Social Sciences
Department of Logistics & Transport
BSc Hons in Logistics and Transportation
Course CODE: COM551

Year 1 Semester I

SEMESTER END EXAMINATION

English for Business I – LTEB1201

- This paper consists of FIVE questions on NINE (09) pages.
- Answer <u>ALL</u> 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.
- Write legibly.

Date: 2023.03.27   Pass mark: 50%   Time: 02 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, <u>D</u>)

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.

....
....
....
....
....
....
....
....

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)

Dubai Gold Sale - 2022
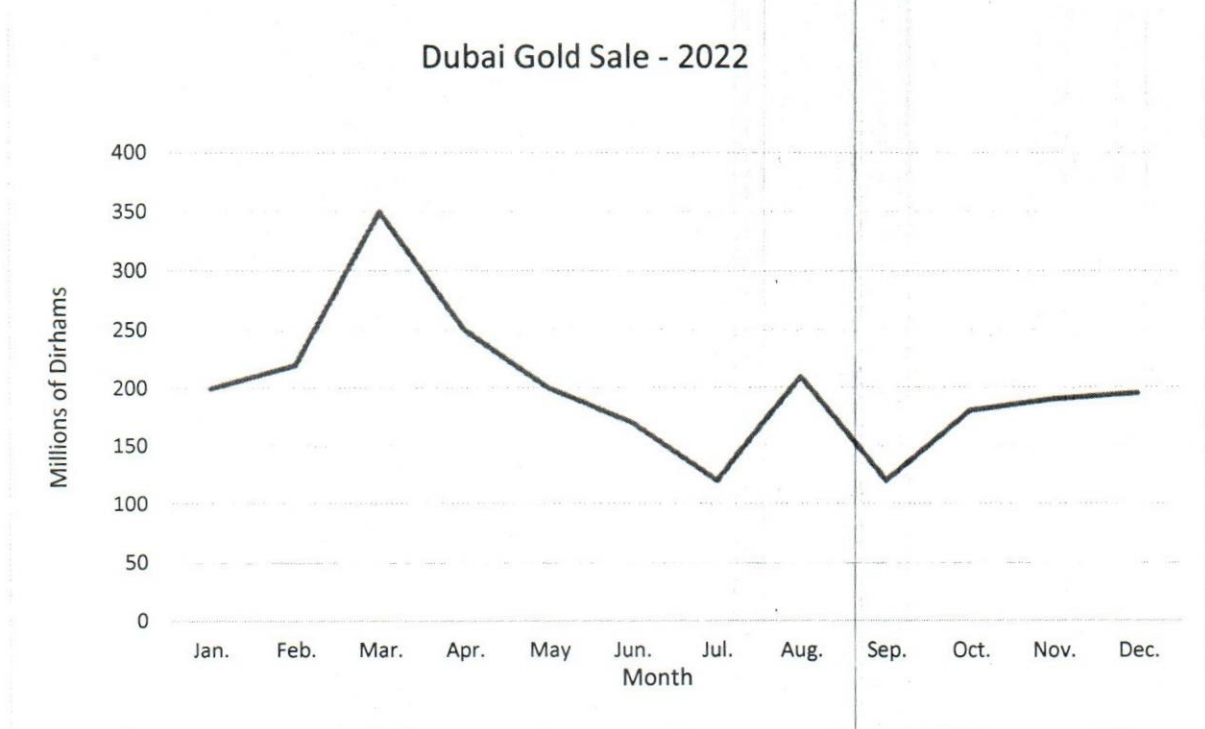
(low point/ declined/ doubled/ drop/ from/ increased slightly/ recovered/remained/rising sharply /sudden/ to/)

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

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 50-60 words.   (20 Marks)

To: all staff

From:

Date:

Subject: Cost cuts

....
....
....
....
....
....
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....
....

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

Faculty of Management and Social Sciences
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Year 1 Semester I

SEMESTER END EXAMINATION

IT for Business – LTIT1204

- This paper consists of SEVEN questions on TEN (10) pages.
- Answer <u>FOUR (04)</u> 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.
- Write legibly.

Date: 2023.03.25   Pass mark: 50%   Time: 02 Hours

Question 01 -Compulsory

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 vali 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?

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?

To:Kamal@gmail.com

CC: Pavithra@gmail.com

BCC: Mauri@gmail.com

Subject: My birthday party on 25/4

Hi,

     Call me if you could come!

Liyana

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) $1 * (1024)^3 * \frac{8}{(1024)^3}$

21. Junk E-mail is also called ....

   a) Spoof
   b) Sniffer script
   c) Copple crumbs
   d) Spam

22. What does SMTP stands for?

   a) Simple Mail Transfer Protocol
   b) Simple Mail Transport Protocol

c) None of the above

d) Simple Mail Terminal Protocol

23. Which of the following groups are only input devices?

a) Mouse, keyboard, monitor, Joystick

b) Mouse, keyboard, printer, Light pen

c) Mouse, keyboard, Scanner, Joystick, Light pen

d) Mouse, keyboard, Trackball, Touch Screen, Microphone

24. The use of tab key in the keyboard is

a) to move a cursor across the screen
b) to indent a paragraph
c) to move the cursor down the screen
d) Both a and c

25. A projector is an _ _ _ _ _ _ device that can take images generated by a computer and reproduce

them on a large, flat surface.

a) input
b) output
c) input and output
d) monitor input

Question 02

a) Explain the term 'wearable computer' and give two examples of wearable computers.
(03 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? (05 Marks)

d) Briefly explain two advantages of file compression. (05 Marks)

e) 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) Differentiate authentication and authorization by using examples. (04 Marks)
b) Briefly explain one positive use and one negative use of internet (04 Marks)
c) Briefly explain two uses of an operating system. (05 Marks)
d) 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)

e) Briefly describe two advantages and two disadvantages of a LAN. (06 Marks)

Question 04

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
									Total Number of copies
1		Q1	Q2	Q3	Q4	Q5	Q6		
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) Differentiate COUNT and COUNTA functions. (05 Marks)

e) 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)

f) 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 05

	A	B	C	D	E	F	G
1				PAYROLL RECORDS JANUARY 2021			
2	Employee	Hours	Overtime Hours	Pay Rate (/hour)	Subtotal	Income Tax	Pay After Taxes
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	Number of employees worked Overtime	2					
13	Total Hours (Regular and OT)	265.00					
14	Average Pay Rate	$31.75					
15	Highest Pay After Taxes						
16							
17							
18	Income tax rate :	<$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) Discuss on following data analysis techniques using examples (09 Marks)

    I.   Single level and multiple level of sorting

II. Filtering

Question 06

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 paragraph in the body section with a brief explanation of what is malware.
(02 Marks)
d) Include a numbered list mentioning 3 types of malware. (03 Marks)

e) Insert an image called virus 123, set width to 200 and height to 100. (03 Marks)
f) Convert the above image to a hyperlink. (02 Marks)
g) 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)
h) Prepare the following table and insert the relevant long term of each of the internet term in the third row of the table. (09 Marks)

Internet Terms		
ISP	URL	Content
Mobitel	Long Term of URL	Hello World
Dialog		Underlined Text

Question 07

Write short notes on following. (5*5 Marks)

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

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

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BSc Hons in Logistics and Transportation
Course CODE: COM551

Year 1 Semester I

SEMESTER END EXAMINATION

Microeconomics – LTME1205

- This paper consists of SEVEN questions on FIVE (05) pages.
- Answer <u>FOUR (04)</u> 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.
- Write legibly.

Date: 2023.03.23   Pass mark: 50%   Time: 02 Hours

Question 01 (Compulsory)

Write short answers   (25 Marks)

a) Distinguish between Microeconomics and Macroeconomics.

b) Name the three central problems to an economy.

c) Why do you think scarcity is a problem with rich as well as poor?

d) State any two uses of the study of Microeconomics.

e) Why do economists make assumptions?

f) Define and classify the economic resources.

g) What are Giffen goods?

h) State two uses of calculating price elasticity of Demand.

i) Distinguish between change in supply and change in quantity supplied.

j) What is opportunity cost? Explain with an example.

Question 02

a) Explain the law of increasing opportunity cost with the help of production possibility curve. (05 marks)

b) How would you explain the following problems with the help of production possibility curve? (10 Marks)

   i.   The problem of underemployment of resources

   ii.   The problem of economic growth

   iii.   The choice between the production of basic consumer goods and luxuries.

   iv.   The problem of scarcity

   v.   The situation where an economy can increase the production of one good without sacrificing the production of another good.

c) Explain why all combinations of goods shown on a production possibilities curve display production efficiency but only one combination displays allocative efficiency. (10 Marks)

Question 03

a) What is meant by holding all else equal? How is this concept used when discussing movements along the demand curve? (04 Marks)

b) Explain the Law of demand. (04 Marks)

c) Using graphical illustrations explain how the following factors will affect the demand curve for houses in an economy. (04 Marks)

   i.   Commercial banks raise the housing loan rate.

   ii.   An increase in immigration results in a large increase in population in the economy.

d) The following two incidents involve simultaneous shifts in the demand and the supply curves. Analyze the final effects on the equilibrium price and quantity after the changes. Explain your answers with graphical illustrations. (08 Marks)

i. Severe drought at the peak of summer reduces the production of watermelons. With even more people consuming the fruit to quench their thirst, the equilibrium quantity remains unchanged.

ii. The government allocates land to build more houses in the country. At the same time, it relaxes the criteria of citizenship to invite more foreigners to settle down in the country. The price of houses increases.

e) Why does demand curve usually slope downward to the right? Are there any exceptions to this? Explain. (05 Marks)

Question 04

a) The demand and supply curves for coffee are given by,

$$Qd = 600 - 2P \text{ and } Qs = 300 + 4P$$

i. Derive the demand and supply schedules. (04 Marks)

ii. Plot the supply and demand curves on a graph and show where the equilibrium occurs. (06 Marks)

iii. Using algebra, determine the market equilibrium price and quantity of coffee. (05 Marks)

b) The demand for an energy drink in Happyland is given by the following equation: $Qd = 700 - 2P - PN + 0.1I$, where P is the price of the drink, PN is the price of nuts, and I is average consumer income. (10 Marks)

i. What happens to the demand for energy drink when the price of nuts goes up?

ii. Are energy drink and nuts demand substitutes or demand complements?

iii. What happens to the demand for energy drink when average consumer income rises?

iv. Graph the demand curve for energy drink when and PN = 100 and I = 10,000.

Question 05

a) Demand for a firm's product has been estimated to be Qd=1000-2P. If the price of the product is Rs.3 per unit, find out the price elasticity of demand at this price. (05 Marks)

b) Suppose that in a year the exercise duty on cigarettes is doubled and as a result the total revenue from the exercise duty decreases. What conclusions about price elasticity of demand for cigarettes would you draw? (05 Marks)

c) Do you think that price elasticity of demand would be greater for car industry as a whole or for Maruti 800 of the Maruti firm? (05 Marks)

d) Suppose the cross elasticity of demand for products A and B is +3.6 and for products C and D is -5.4. What can you conclude about how products A and B are related? Products C and D? (05 Marks)

e) Explain the relationship between price elasticity of demand and total revenue.

(05 Marks)

Question 06

a) What is mean by production function? (03 marks)

b) What is the difference between short run and long run production function?

(05 Marks)

c) State the law of diminishing returns. (05 Marks)

d) Why does diminishing returns to a variable input occur eventually? (02 Marks)

Production at Jane's Bakery shows the following relationship between the number of workers and the number of cakes produced (per day). Suppose Jane has entered a long-term lease for the bakery space, and this is its only fixed cost, the lease costs per day is $ 50. Jane pays each worker $ 80 per day. Fill the columns of the table corresponding to each level of production. (10 Marks)

Labour Input	Cakes produced	Marginal Product of Labour (MP_L)	Average Product (AP_L)	Fixed Cost (FC)	Variable Cost (VC)	Total Cost (TC)	Average Fixed Cost (AFC)
0	0						
1	100						
2	180						
3	240						

Question 07

Write short notes.   (5*5 Marks)

a) Positive and normative economics.

b) Wants and needs.

c) Perfect competition

d) Inferior goods

e) Circular flow of income

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

CINEC
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Faculty of Management and Social Sciences
Department of Logistics & Transport
BSc Hons in Logistics and Transportation
Course CODE: COM551

Year 1 Semester I

SEMESTER END EXAMINATION

Introduction to Logistics – LTIL1306

- This paper consists of EIGHT (08) questions on FIVE (05) 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.
- Write Legibly.

Date: 2023.03.21   Pass mark: 50%   Time: 03 Hours

Question 01 (Compulsory)

Select the most suitable answer for the below questions.

1. Which of the following best defines **"Inbound Logistics"**?
   a. Moving materials into the organization from suppliers.
   b. Moving materials out to customers.
   c. Moving materials Within the organization.
   d. None of the above.

2. What's considered as a factor that encourage global logistics?
   a. Relationships.
   b. Greater demand for suppliers.
   c. Homogenous markets.
   d. Extended lead times.

3. Emergence of global logistics has happened as a result of ....?
   a. Demand.
   b. Urbanization.

c. Diversity.
d. Globalization.

4. Which of the following can be considered as a warehouse design consideration?
   a. Fixed vs. Variable Locations.
   b. Trade Offs.
   c. Build up Vs built out.
   d. All of the above.

5. Which of the following includes the correct process of forecasting?
   a. Determine the purpose of the forecast, Establish a time horizon, Obtain clean and analyze appropriate data, Make the forecast, Monitor the forecast.
   b. Determine the purpose of the forecast, Obtain clean and analyze appropriate data, Establish a time horizon, Make the forecast, Monitor the forecast.
   c. Obtain clean and analyze appropriate data, Determine the purpose of the forecast, Establish a time horizon, Make the forecast, Monitor the forecast.
   d. Monitor the forecast, Obtain clean and analyze appropriate data, Determine the purpose of the forecast, Establish a time horizon, Make the forecast.

6. Which of the following is correct about inventory counting.
   i. Cycle counting is the most simple and easy process.
   ii. Physical counting is the most complex procedure.
   iii. When doing physical counting the operations of the business should be temporally shut down.
   iv. Cycle counting can be done at any time when business processes are still happening.
   a. Only (i)   b. Both (i) and (ii)   c. Only (iii) and (iv)   d. All the statements

7. Which of the following is incorrect about Re-Order Point (ROP)?
   a. It tells you when to place an order so you won't run out of stock.
   b. The ROP is the minimum inventory or stock level for a specific product that triggers the reordering of more inventory when reached.
   c. ROP is the maximum level of inventory that a business needs to order.
   d. Reorder points ensure that you don't fall behind on your next batch of inventory.

8. Which of the following best defines inventory ordering cost?
   a. It is the amount that a business spends on holding inventory over a period of time.
   b. These are essentially costs incurred every time you place an order from your supplier.
   c. It is the lost income and expense associated with a shortage of inventory.
   d. None of the above.

9. Which of the following is incorrect about inventory?
   a. Inventory is the term for the goods available only for sale.
   b. Inventory or stock refers to the goods and materials that a business holds for the ultimate goal of resale, production or utilization.
   c. Inventory is the raw materials, component parts, work-in process, or finished products that are held at a location in the supply chain for the purpose of selling.
   d. None of the above.

10. What's not a scheduling principle from below?
   a. Simplified Delivery System.
   b. The Petal method.
   c. ARC or Circumferel principle.
   d. The savings method.

(10* 02 Marks)

Question 02

"**Dairy Berry**" is a company which produce **ice cream** and who has sustained in the business for many years. However, with the increasement of the profits, they have realized the need of increasing the production furthermore. However, the company does not like to take a risk of bigger investments and responsibilities as well.

a) As a student learning Introduction to Logistics module, advice the manager of the "**Dairy Berry**" company the most suitable warehouse type for the business at the moment. (07 Marks)

b) The manager of the company also opposes the idea of storing the goods in a warehousing facility. Describe the importance of warehousing to the manager. (06 Marks)

c) Furthermore, the manager confuses between Cross Docking and warehousing. Explain the company about Cross Docking and its advantages. (07 Marks)

Question 03

a) Explain the below types of Logistics systems with examples.
   i.   Balanced systems
   ii. Heavy inbound systems.
   iii. Heavy outbound systems.   (03 Marks*3)
b) "The warehousing facility in the supply chain should have a named significant
   place". Do you agree or disagree? Explain in your own words.   (06 Marks)
c) It is often said that warehousing facility generates short haul transportation
   routes. Explain this statement with examples.   (05 Marks)

Question 04

"Conscious Paper" is a newly formulated recycled paper company in the local market
and wishes to extend their market by entering into the global market. But the company
lacks knowledge on this regard as it was formulated recently.

a) Mention explain the company about 4 factors that may be helpful for them to
   encourage global logistics.   (08 Marks)
b) As "Conscious Paper" is unaware about the challenges that they may face, they
   seek advice regarding the challenges that they may have to face by entering into
   the global market. Mention and describe the major two challenges that the
   companies face by entering into global markets.   (04 Marks)
c) However, the company is focused on selling their products to many international
   markets and their initial goal is distributing their product in the entire Asian
   Region. Decide the most suitable distribution strategy applicable to this scenario
   and reason out your answer.   (04 Marks)
d) The company was suggested to do "Offshore manufacturing" as a cost saving
   option in the future. Explain the company, about the meaning of "Offshore
   manufacturing".   (04 Marks)

Question 05

Achala is a businessman who has started his business recently. However,
during the month of December he noticed that he has too much of inventory which are
not moving out of the business. Amidst the higher inventory levels in the business, he
ordered another quantity of inventory in the month of January too and realized his
inventory costs are gradually rising.

a) Imagine that you are appointed as a consultant to his business and explain Achala,

   Exthe major goal of inventory management.   (06 Marks)

b) However, his friend Majeewa, faces an out of stock situation in his business and seek advices regarding the need of holding inventory in the business. Advice Majeewa in this regard. (06 Marks)

c) With the peak demand for the products produced by Nimal's company, company suddenly faces the risk of stock out situation. Explain Nimal about the importance of keeping a "Safety/ buffer stock" and "Shorter lead times". (08 Marks)

Question 06

a) Why do you think transportation is playing an important role in logistics? (08 Marks)

b) Kawya works for the procurement department of ABC Company as an intern and wishes to learn about the procurement cycle. As her immediate supervisor, explain her the activities in the procurement cycle. (07 Marks)

c) Distinguish between vertical and horizontal logistics relationships. (05 Marks)

Question 07

a) Distinguish between centralized and decentralized Logistics models. (06 Marks)
b) Explain briefly, each stage of evolution of Logistical organizations. (06 Marks)
c) Explain with examples, reasons for the organizations to buy from outside (outsourcing). (08 Marks)

Question 08

Write short notes on the below topics (04* 05 Marks)

     a. Purchasing Vs. Procurement.
     b. Types of inventory.
     c. Bullwhip effect.
     d. Intermodal transportation Vs. Multimodal Transportation.

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

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Year 1 Semester I

SEMESTER END EXAMINATION

Mathematics for Business I – LTMB1203

- This paper consists of SEVEN questions on SEVEN (07) pages.
- Answer <u>FOUR (04)</u> 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.
- Write legibly.

Date: 2023.03.19   Pass mark: 50%   Time: 02Hours

For questions, 1-10 choose the correct answer.   (2 Marks each)

1. Choose the <u>incorrect</u> 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) $A = \{..., -12, -8, -4, 0, 4, 8, 12, ...\}$

(b) $A = \{-12, -8, -4, 0, 4, 8\}$

(c) $A = \{4, 8, 12, 16, ...\}$

(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 <u>incorrect</u> 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 $\lim\limits_{x \to 2} \frac{x^2 + 4x + 2}{x + 3}$.

(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.

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

12. Expand brackets and simplify $(3p - q)(p + 2q)$.   (03 Marks)

Question 02

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

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

(b) Write as a <u>single logarithm</u>, and <u>then</u> simplify the answer.

   (i) $2\log_5 20 - (\log_5 10 + \log_5 8)$ (03 Marks)

   (ii) $\log_6 24 + \log_6 10 - 4\log_6 18$ (03 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)

(d) Solve $2\log_4(2x + 5) = 2$. (03 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 **T** for the Team results. (02 Marks)

   (ii) Create a 3 by 1 matrix **P** for the points for each result. (02 Marks)

(iii) Multiply **T** and **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, and has equal roots, find the value of k. (04 Marks)

(c) Consider $\lim\limits_{x \to -1} \dfrac{x+1}{\sqrt{x+5}-2}$.

    (i)   Show that the above limit gives an indeterminate form when direct substitution is used. (03 Marks)

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

(d) Solve $4e^{2x+5} = 32$. (03 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.
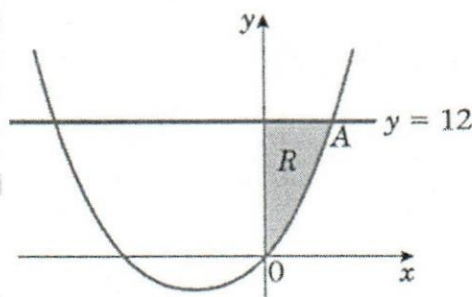
Figure 1

    (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) $\log_a(x^3 y z^{\frac{1}{4}})$ (03 Marks)

    (ii) $\log_b \dfrac{x\sqrt{y}}{z^3}$ (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)

(d) Evaluate $\int_{-1}^{3} 3x^2 + \frac{1}{x}\ dx$. (05 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. (03 Marks)

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

$$R_3 \rightarrow 2R_1 + R_3.$$ (03 Marks)

(iv) Write C^T. (03 Marks)

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

answer. (03 Marks)

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

$$|3x + 2| - 4 \leq 2$$ (06 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.

(12 Marks)

(iii) Obtain the first derivative of $f(x)$. (03 Marks)

(iv) Use the first derivative you calculated in a(iii) and re-calculate the

x-coordinate of the vertex. (03 Marks)

(b)   Find the integrating factor of the First Order Linear Differential Equation

$$y' + \frac{2}{t}y = t^2 - 1$$ (04 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 <u>Cramer's Rule</u>.   (15 Marks)

(b) Solve $\int x^3 \ln x \; dx$ using integration by parts.   (05 Marks)

(c) Differentiate $f(x) = 4e^{2x}(2x^2 + 7x + 9)$.   (05 Marks)

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

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Year 1 Semester I

SEMESTER END EXAMINATION

Introduction to Transportation – LTTR1202

- This paper consists of SEVEN (07) questions on THREE (03) pages.
- Answer <u>FOUR (04)</u> 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.
- Write legibly.

Date: 2023.03.17   Pass mark: 50%   Time: 02 Hours

Question 01: (Compulsory)

Read the below case study and answer the given questions.

"Maritime transport defied the COVID-19 disruption. In 2020, volumes fell less dramatically than expected and by the end of the year had rebounded, laying the foundations for a transformation in global supply chains and new maritime trade patterns. The COVID-19 pandemic disrupted maritime transport, though the outcome was less damaging than initially feared. The shock in the first half of 2020 caused maritime trade to contract by 3.8 per cent in the year 2020. But in the second half of the year there was a nascent, if asymmetric, recovery, and by the third quarter, volumes had returned, for both containerized trade and dry bulk commodities. However, there has yet to be a full recovery for tanker shipping.

Maritime trade has performed better than expected partly because the COVID-19 pandemic unfolded in phases and at different speeds, with diverging paths across regions and markets. The rebound in trade flows was also the result of large stimulus packages, and increased consumer spending on goods, with a growth in e-commerce, especially in the United States. Later, there was more general optimism in advanced regions from the rollout of vaccines. But it was also partly due to unlocking pent-up demand for cars, for

example, and to restocking and inventory-building. The rebound was fairly swift because, unlike the global financial crisis of 2009, the downturn was not synchronized across the world.

In 2021, in tandem with the recovery in merchandise trade and world output, maritime trade is projected to increase by 4.3 per cent. The medium-term outlook also remains positive, though subject to mounting risks and uncertainties, and moderated in line with projected lower growth in the world economy. Over the past two decades, compound annual growth in maritime trade has been 2.9 per cent, but over the period 2022–2026, UNCTAD expects that rate to slow to 2.4 per cent."

(a)   Mention true or false for below statements.
      (i) Maritime transport was affected by covid-19 pandemic somehow. (......)
      (ii) Dry bulk shipping was not rebounded before tanker shipping.   (.......)
                                                                (05 Marks)

(b)   Explain in your own words, "how global maritime transport impacted by
      Covid 19?   (20 Marks)

Question 02

The term 'modes of Transportation is utilized to differentiate between various ways of Transportation or transporting goods or people. The multiple modes of transport include water, air, rail, road, and pipeline. Use below wordings and fill up the table with suitable advantages and disadvantages of each mode.

[Unaffected by weather, The costliest mode of transport, Very useful in earthquakes and other floods, No physical barrier, Possible traffic delays, Cannot perform door-to-door service, Highly dependent on weather conditions, Low energy usage, Useful for all over the country, In need of specialized skill and a high degree of training for its working operations, Strict & restricted time-tables, Cheapest or Cost-effective for heavy and bulky goods, Less pollution, Not suitable for long distances, Extremely long time taking, Easy target for vandalism or terrorist attack, Can provide door-to-door service, No need of human for the transport task / driver, Promote international trade, Limited type of cargo]

Advantages	Disadvantages
Road Transportation	
Railway Transportation	
Waterway Transportation	

Air Transportation	
Pipeline Transportation	

(25 Marks)

Question 03

Discuss the relationship of transport with economy and environment.   (25 Marks)

Question 04

There are many ways for companies to transport goods. These include road transportation, which offers a wide variety of shipping options, depending on the goods being transported, the time frame required and the available budget. Explain categories of road transportation with appropriate examples.   (25 Marks)

Question 05

Pipeline transport is transportation of gases, liquids or slurries by a system of tubes, of steel or plastics. Petroleum, natural gas and products derived from them are the main substances transported by pipelines. Provide an overview about pipeline transportation.
(25 Marks)

Question 06

A transport hub is a place where passengers and cargo are exchanged between vehicles and/or between transport modes. A logistics hub is a central point for logistics operations in the area in which it is located. A hub usually brings together several different companies that perform tasks related to the flow of goods, all of which mutually benefit from being in the same place. Discuss nature of a logistics hub and the key aspects to consider when developing a logistics hub.   (25 Marks)

Question 07

Discuss how technology drives the future of rail transportation.   (25 Marks)

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

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Year 1 Semester I

SEMESTER END EXAMINATION

Principles of Management – LTPM1207

- This paper consists of SEVEN questions on FIVE (05) pages.
- Answer <u>FOUR (04)</u> 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.
- Write legibly.

Date: 2023.03.11   Pass mark: 50%   Time: 02Hours

Question 01: (Compulsory)

I. Which of the following statement best describe the concept "management"?
   a) A systematic arrangement of people brought together to accomplish some specific purpose.
   b) The attainment of organizational goals in an effective and efficient manner through planning, organizing, leading, and controlling organization resources
   c) Deciding where the organization want to be in future and how to get there.
   d) Assigning task, grouping tasks into departments, delegating authority, and allocating resources across the organization
   e) Someone who coordinates and oversees the work of other people so that organizational goals can be accomplished.

II. Which of the following is not a managerial role identified by Henry Mintzberg?
   a) Figurehead
   b) Leader
   c) Spokesperson

d) Decision maker

e) Monitor

III. Efficiency means;
   a) completing activities so that organizational goals are attained.
   b) getting the least amount of output from the most number of inputs.
   c) doing things right
   d) doing right things
   e) None of the above

IV. Conceptual skill is;
   a) the cognitive ability to see the organization as a whole and the relationship among its parts.
   b) the managers ability to work with and through other people and to work effectively as a group member.
   c) deliberate manipulation of information to make it appear more favorable to the receiver.
   d) the understanding of and proficiency in the performance of specific task
   e) managers ability to monitor employees' activities.

V. In emergencies, non-routine decisions are most often made by:
   a) first-line managers
   b) middle level managers
   c) top management
   d) supervisors
   e) non managerial employees

VI. There is usually no established procedure for handling:
   a) non-routine decisions
   b) routine decisions
   c) technically guided decisions
   d) decision-making
   e) above b and d

VII. Which of the following theorist discussed about 14 principles of management?
   a) Frederick Winslow Taylor
   b) Frank Gilbreths
   c) Max Weber
   d) Chester Barnard
   e) Henry Fayol

VIII.   Unity of command means;
   a) Managers must be able to give orders.
   b) Employees must obey and respect the rules that govern the organization.
   c) The organization should have a single plan of action to guide managers and workers.
   d) Every employee should receive orders from only one superior.
   e) Unifor application of rules and controls

IX.   Span-of-control refers to the:
   a) grouping of activities in particular sectors, such as housing or health
   b) number of subordinates who report to a manager.
   c) geographical area under a manager's supervision
   d) level of autonomy given to a particular department
   e) above b and c

X.   The first step in the control process is to establish standards derived from:
   a) on-the-spot observation
   b) feedback control
   c) knowledge of environmental, technological, and socio-psychological factors
   d) from competitive organization
   e) objectives of the organization and its individual programs

State whether the following statements are true (T)/ false (F)

XI. Face to face communication have high feedback potential and high _____ level of formality in communication.

XII. A narrow span-of-control fosters close supervision and lengthens _____ administrative distance between levels of management.

XIII. "Division of labour" is a characteristic of Weber's Bureaucracy.   _____

XIV. The three main types of strategies that managers formulate include _____ growth, stability, renewal.

XV. The world's largest cosmetic company, L'Oreal, acquiring The Body _____ Shop is an example of vertical integration.

(25 Marks)

Question 02

a) What is planning? (03 Marks)
b) Explain two approaches for setting goals. (05 Marks)
c) Discuss the advantages and limitations of planning. (07 Marks)
d) Well-constructed goals have five main characteristics. Explain these characteristics using an example. (10 Marks)

Question 03

a) What is organizational structure? (03 Marks)
b) Briefly explain the basic elements of organizational structure. (12 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)
c) "Power is the personal ability to exert influence in the organization". List five sources of power for a leader? (05 Marks)

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)
c) Briefly explain two barriers to effective interpersonal communication (05 Marks)

Question 06

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

a) Suppliers
b) Competitors
c) Customers
d) Demographic forces
e) Economic forces

(5 Marks * 5 = 25 Marks)

Question 07

"Managers at all levels and in all areas of organizations make decisions". What is a decision? Describe the eight steps in the decision-making process   (25 Marks)

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

CINEC
C A M P U S
Beyond A Graduate

Faculty of Management and Social Sciences
Department of Logistics & Transport
BSc Hons in Logistics and Transportation
Course CODE: COM551

Year 1 Semester I

SEMESTER END EXAMINATION

Principles of Management – LTPM1207

- This paper consists of SEVEN questions on FIVE (05) pages.
- Answer <u>FOUR (04)</u> 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.
- Write legibly.

Date: 2023.03.11   Pass mark: 50%   Time: 02Hours

Question 01: (Compulsory)

I. Which of the following statement best describe the concept "management"?
    a) A systematic arrangement of people brought together to accomplish some specific purpose.
    b) The attainment of organizational goals in an effective and efficient manner through planning, organizing, leading, and controlling organization resources
    c) Deciding where the organization want to be in future and how to get there.
    d) Assigning task, grouping tasks into departments, delegating authority, and allocating resources across the organization
    e) Someone who coordinates and oversees the work of other people so that organizational goals can be accomplished.

II. Which of the following is not a managerial role identified by Henry Mintzberg?
    a) Figurehead
    b) Leader
    c) Spokesperson

d) Decision maker

e) Monitor

III. Efficiency means;

    a) completing activities so that organizational goals are attained.

    b) getting the least amount of output from the most number of inputs.

    c) doing things right

    d) doing right things

    e) None of the above

IV. Conceptual skill is;

    a) the cognitive ability to see the organization as a whole and the relationship among its parts.

    b) the managers ability to work with and through other people and to work effectively as a group member.

    c) deliberate manipulation of information to make it appear more favorable to the receiver.

    d) the understanding of and proficiency in the performance of specific task

    e) managers ability to monitor employees' activities.

V. In emergencies, non-routine decisions are most often made by:

    a) first-line managers

    b) middle level managers

    c) top management

    d) supervisors

    e) non managerial employees

VI. There is usually no established procedure for handling:

    a) non-routine decisions

    b) routine decisions

    c) technically guided decisions

    d) decision-making

    e) above b and d

VII. Which of the following theorist discussed about 14 principles of management?

    a) Frederick Winslow Taylor

    b) Frank Gilbreths

    c) Max Weber

    d) Chester Barnard

    e) Henry Fayol

VIII. Unity of command means;
  a) Managers must be able to give orders.
  b) Employees must obey and respect the rules that govern the organization.
  c) The organization should have a single plan of action to guide managers and workers.
  d) Every employee should receive orders from only one superior.
  e) Unifor application of rules and controls

IX. Span-of-control refers to the:
  a) grouping of activities in particular sectors, such as housing or health
  b) number of subordinates who report to a manager.
  c) geographical area under a manager's supervision
  d) level of autonomy given to a particular department
  e) above b and c

X. The first step in the control process is to establish standards derived from:
  a) on-the-spot observation
  b) feedback control
  c) knowledge of environmental, technological, and socio-psychological factors
  d) from competitive organization
  e) objectives of the organization and its individual programs

State whether the following statements are true (T)/ false (F)

XI. Face to face communication have high feedback potential and high _____ level of formality in communication.

XII. A narrow span-of-control fosters close supervision and lengthens _____ administrative distance between levels of management.

XIII. "Division of labour" is a characteristic of Weber's Bureaucracy. _____

XIV. The three main types of strategies that managers formulate include _____ growth, stability, renewal.

XV. The world's largest cosmetic company, L'Oreal, acquiring The Body _____ Shop is an example of vertical integration.

(25 Marks)

Question 02

a) What is planning? (03 Marks)
b) Explain two approaches for setting goals. (05 Marks)
c) Discuss the advantages and limitations of planning. (07 Marks)
d) Well-constructed goals have five main characteristics. Explain these characteristics using an example. (10 Marks)

Question 03

a) What is organizational structure? (03 Marks)
b) Briefly explain the basic elements of organizational structure. (12 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)
c) "Power is the personal ability to exert influence in the organization". List five sources of power for a leader? (05 Marks)

Question 05

a) What are the three steps in the control process? Describe them in detail.

(14 Marks)
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