

Initial and Surname: \_\_\_\_\_

Student number: \_\_\_\_\_



**PROGRAM** : **BACHELORS OF ENGINEERING  
TECHNOLOGY**

**SUBJECT** : **MANAGEMENT 1B**

**CODE** : **MGTCIB1**

**DATE** : **SUPPLEMENTARY EXAM  
7 JANUARY 2020**

**DURATION** : **3 HOURS (SESSION 1)**

**WEIGHT** : **40 : 60**

**TOTAL MARKS** : **100**

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**ASSESSOR** : **Ms N REYNECKE**

**MODERATOR** : **Ms H Zondi**

**NUMBER OF PAGES** : **6 PAGES INCLUDING 1 ANNEXURES (attached)**

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**INSTRUCTIONS** : **FILL EVERYTHING IN ON THE EXAM, NO EXTRA SHEETS  
OF PAPER**

**REQUIREMENTS** : **NONE.**

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**INSTRUCTIONS TO STUDENTS**

**PLEASE ANSWER ALL QUESTIONS.**

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### **Question 1**

**[10]**

State if the following is true or false. Just answer with T or F in the space provided.

1.1	Elton Mayo discovered the Hawthorne effect	
1.2	Frederick W. Taylor is closely associated with behavioral management.	
1.3	Helping employees determine how to use their time effectively is a component of time management for supervisors	
1.4	The manager who understands the needs of employees will be a better manager.	
1.5	A company can be highly profitable yet not have enough cash on hand at the right times to pay its bills	
1.6	A historical comparative analysis allows a business to compare performance against peer organizations	
1.7	When starting a business, it is usually desirable to issue only common stock	
1.8	A supplier who allows a business 90 days to pay for merchandise is actually providing short-term capital	
1.9	Production scheduling is identifying the steps required in a manufacturing process, the time required to complete each step, and the sequence of the steps	
1.10	Salespeople should be careful to avoid asking customers about their likes and dislikes	

### **Question 2**

**[10]**

Choose the correct answer in the multiple-choice questions

2.1 To be considered a manager, you must

a	Regularly complete all five management functions	c	Have authority over other people
b	Have authority over other jobs	d	All of these responses

2.2 Which of the following is an example of an organizing activity

a	Monitoring employee's work	c	Creating an operating budget
b	Dividing employees into work teams	d	Enrolling in management courses

2.3 Decisions about the daily operations of a specific unit in a business are the responsibility of

a	A top level of management	c	Supervisors
b	Middle management	d	employees

2.4 If some employees do not seem to enjoy their work, a manager can

a	ignore the problem because the attitudes will change	c	find opportunities to involve the employees in decisions
b	punish them by giving them tasks they dislike	d	tell them to change their attitude or they will be terminated

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2.5 Staff advice is usually illustrated on an organization chart with

a	Broken lines	c	Dots and dashes
b	Curved lines	d	Small icons

2.6 Strategic planning

a	Is short term planning	c	Provides broad goals and direction for the entire business
b	Determines how work will be done and who will do it	d	Is a short, specific statement of the purpose and direction of the business

2.7 The amount a retailer pays to a supplier for goods it then resells is called the

a	Gross profit	c	Current assets
b	Net profit	d	Cost of goods sold

2.8 Which of the following is NOT an agency that assigns credit ratings to businesses?

a	Small business administration	c	Moody's investors services
b	Fitch ratings	d	Standard & Poor's

2.9 Retained earnings refer to

a	Money from a sale bonds	c	Profits that owners do not save for use in the business
b	Money from the sale of stock	d	Profits that owners do not take out of the business

2.10 Which statement is true about trade credit?

a	It is a form of short term about trade credit	c	It is common type of bank credit
b	It requires immediate payment	d	It is a form of long term financing

### **Question 3**

[45]

Annexure A shows the total cost and fixed cost for a construction site. The quantities are of cubic meters of concrete per hour.

a) Fill in the rest of the table and then draw the total cost vs quantity graph on Annexure A.

On the graph paper provided draw the AFC, AVC, AC and MC graphs and find the efficiency scale. State what the quantity and price is of the efficiency scale.

### **Question 4**

[35]

4.1 Name and discuss five responsibilities of a supervisor

[10]

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4.2 Name and discuss three planning tools [9]

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4.3 What is consensus building? [5]

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4.4 Discuss tax and payroll records. [2]

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## Annexure A

Quantity of cubic meters of concrete (per hour)	Total cost R	Fixed cost R	Variable cost R	AFC	AVC	AC	MC
0	100	90					
1	130	90					
2	150	90					
3	165	90					
4	170	90					
5	175	90					
6	180	90					
7	190	90					
8	210	90					
9	270	90					
10	360	90					

A full-page sheet of white graph paper. The grid consists of thin black horizontal and vertical lines forming small squares. There are approximately 20 columns and 20 rows of these small squares. A slightly thicker vertical line runs down the page, about one-fifth of the way from the left edge, creating a margin. Similarly, a slightly thicker horizontal line runs across the page, about one-fifth of the way from the top edge, also creating a margin. The rest of the page is filled with the standard grid pattern.