



**UTHM**

Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2013/2014**

COURSE NAME : PRINCIPLES OF MANAGEMENT  
COURSE CODE : BPA 11303  
PROGRAMME : 1 BPA/ 1 BPB  
EXAMINATION DATE : DECEMBER 2013 / JANUARY 2014  
DURATION : 2 HOURS 30 MINUTES  
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

**Q1** Organizational Change is defined as any alteration of an organization's people, structure, or technology.

(a) List **FIVE (5)** external forces that create the need for organizational change. (5 marks)

(b) Explain **THREE (3)** reasons why people resist change and techniques on how organization can reduce resistance to change. (10 marks)

(c) Discuss **TWO (2)** how ways organizations can implement planned changes. (10 marks)

**Q2** Control is the process of monitoring activities to ensure that they are being accomplished as planned and or correcting any significant deviations.

(a) Explain **TWO (2)** reasons why control is needed in organization. (5 marks)

(b) Describe **THREE (3)** steps in the control process. (15 marks)

(c) Explain **TWO (2)** actions that can be taken by management to ensure control in place. (5 marks)

**Q3** Today's manager are challenged to create work environment that address the needs and respond to their employees. They must recognize and take full advantage of the productivity potential inherent in a diverse population in their organization. Thus, leadership is the most important factor in improving company performance.

(a) Define leader and leadership. (5 marks)

(b) State **FIVE (5)** traits or characteristics associated with leadership. (5 marks)

(c) Explain the **THREE (3)** styles of leadership, proposed by Kurt Lewin in his research. (15 marks)

**Q4** A group consist of two or more interacting and interdependent individuals who come together to achieve specific goals.

(a) List **TWO (2)** examples of formal work groups. (2 marks)

(b) Discuss the **FIVE (5)** stages of group development process. (15 marks)

(c) Explain the **FOUR (4)** factors that can make a team effective in performing their task. (8 marks)

**-END OF QUESTION-**