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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2015/2016**

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 10202
PROGRAMME : 1 BPC
EXAMINATION DATE : DECEMBER 2015/JANUARY 2016
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF THREE (3) PAGES

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Q1 Human Resource Management (HRM) involves the recruitment and management of the people who work in an organisation. A team of professionals cannot be built by an organisation without good HRM. As a result, businesses with good HRM have higher profits than businesses without or with poor HRM.

- (a) List **FOUR (4)** role of human resource manager. (4 marks)
- (b) Define the following terms with appropriate example:
- (i) Performance appraisal. (3 marks)
- (ii) Human resources planning. (3 marks)
- (iii) Recruitment. (3 marks)
- (c) Discuss Herzberg's two-factor theory using an appropriate diagramme. (12 marks)

Q2 Leadership is an important function of management which helps to maximize efficiency and to achieve organizational goals.

- (a) List **FIVE (5)** personality traits of successful leaders. (5 marks)
- (b) Differentiate between directive leadership and supportive leadership. (5 marks)
- (c) Explain **FOUR (4)** sources of power associated with leadership with appropriate example. (15 marks)

- Q3** Every business wants to earn a profit. To achieve this goal, managers need financial control. This would include ratio analysis and budgeting.
- (a) Describe **FIVE (5)** advantages of budgeting. (10 marks)
- (b) Explain **FIVE (5)** types of budgets used in budget preparation using appropriate example. (15 marks)
- Q4** Effective communication in the workplace does not happen accidentally. It requires time and resource investment. It is a well crafted and coordinated process and it always starts with you. As a manager you need to constantly plan for communication; not just the big picture and the information-flow systems between you and your staff, but your day-to-day communication as well.
- (a) List **FIVE (5)** barriers to organizational communications. (5 marks)
- (b) Describe **FIVE (5)** nonverbal communications. (10 marks)
- (c) Explain **TWO (2)** types of interpersonal communication with appropriate example (10 marks)

-END OF QUESTIONS-