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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 11303
PROGRAMME : 1 BPA/1 BPB/1 BPP
EXAMINATION DATE : DECEMBER 2015/JANUARY 2016
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER **FIVE (5)** QUESTIONS ONLY

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

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- Q1**
- (a) Explain **THREE (3)** complementary roles of Human Resource Manager. (6 marks)
 - (b) Discuss **TWO (2)** off-the-job training formats. (4 marks)
 - (c) List **FOUR (4)** advantages of external sources of recruitment. (4 marks)
 - (d) Describe **THREE (3)** factors that may influence pay determination. (6 marks)
- Q2**
- (a) Explain **FIVE (5)** internal forces for change. (10 marks)
 - (b) Describe **THREE (3)** techniques in overcoming resistance to change. (6 marks)
 - (c) Differentiate between technical and managerial innovations. (4 marks)
- Q3**
- (a) Describe the followings:
 - (i) Contributive motivation (2 marks)
 - (ii) Extrinsic motivation (2 marks)
 - (b) Explain **TWO (2)** areas of needs based on Herzberg's Two-Factor Theory. (4 marks)
 - (c) Discuss **FOUR (4)** popular incentive compensation plans. (8 marks)
 - (d) List **FOUR (4)** non-financial motivation strategies. (4 marks)

- Q4** (a) Explain **THREE (3)** basic types of groups in an organization. (6 marks)
- (b) Discuss **FOUR (4)** common triggers of conflict in an organization. (8 marks)
- (c) Describe **THREE (3)** key approaches used in negotiation studies. (6 marks)
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- Q5** (a) Describe **THREE (3)** important factors that determine either favourable or unfavourable situations, based on Fiedler's Contingency Theory. (6 marks)
- (b) Discuss **FOUR (4)** leadership styles in relation to the Path-goal theory. (8 marks)
- (c) Explain the followings cultural dimensions:
- (i) Performance Orientation (2 marks)
 - (ii) Gender Egalitarianism (2 marks)
 - (iii) Humane Orientation (2 marks)
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- Q6** (a) List **FOUR (4)** factors which can affect firm's productivity. (4 marks)
- (b) Explain the following terms:
- (i) Partial factor productivity (2 marks)
 - (ii) Multifactor productivity (2 marks)
 - (iii) Total factor productivity (2 marks)
- (c) (i) Define benchmarking. (2 marks)
- (ii) Discuss **FOUR (4)** types of benchmarking. (8 marks)

- END OF QUESTIONS -