



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2016/2017**

**TERBUKA**

COURSE NAME : PRINCIPLES OF MANAGEMENT  
COURSE CODE : BPA 10202  
PROGRAMME CODE : BPC / BPD  
EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017  
DURATION : 2 HOURS  
INSTRUCTION : ANSWERS ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **TWO (2)** PAGES

- Q1** In decision making, a problem can be defined as a discrepancy between what exists and what the problem solver desires to exist.
- (a) Define Decision Making. (2 marks)
  - (b) List the **EIGHT (8)** steps in the decision-making process. (8 marks)
  - (c) Explain **THREE (3)** steps in the decision-making process listed in **Q1 (a) (ii)**. (15 marks)
- Q2**
- (a) List **FOUR (4)** key elements in designing an organization's structure. (4 marks)
  - (b) Explain **THREE (3)** common forms of departmentalization with examples. (6 marks)
  - (c) Discuss **THREE (3)** key elements in designing an organization's structure with examples. (15 marks)
- Q3**
- (a) List **FIVE (5)** traits associated with leadership. (5 marks)
  - (b) Differentiate between transactional and transformational leadership. (10 marks)
  - (b) Explain **TWO (2)** specific leadership roles that team leaders play. (10 marks)
- Q4** Controlling is the final step in the management process. Managers must monitor whether the goals that were established as part of planning process are being accomplished efficiently and effectively.
- (a) Explain **THREE (3)** steps in the control process with specific examples. (15 marks)
  - (b) Differentiate between immediate corrective action and basic corrective action with examples. (10 marks)

**-END OF QUESTIONS-**