



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

TERBUKA

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 11303
PROGRAMME CODE : BPA / BPB
EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWERS ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

Q1 Organizing is defined as arranging and structuring work to accomplish goals. It is an important process in designing an organization's structure.

- (a) (i) State **TWO (2)** purposes for organizing. (2 marks)
- (ii) Discuss the **FOUR (4)** contingency variables that should be considered while designing an appropriate organizational structure. (8 marks)
- (b) Departmentalization is the basis by which jobs are grouped together.

Explain the following common forms of departmentalization:

- (i) Functional (2 marks)
- (ii) Product (2 marks)
- (iii) Geographical (2 marks)
- (iv) Process (2 marks)
- (v) Customer (2 marks)



- Q2**
- (a) (i) Explain Human resource (HR) planning process. (4 marks)
 - (ii) Discuss **TWO (2)** steps involved in the process of HR planning. (6 marks)

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- (b) Explain the following major performance appraisal methods below:
 - (i) Behaviorally Anchored Rating Scales (BARS) (2.5 marks)
 - (ii) Management by objectives (MBO) (2.5 marks)
 - (iii) 360-degree appraisal (2.5 marks)
 - (iv) Graphic rating scales (2.5 marks)



- Q3**
- (a) Discuss **FIVE (5)** stages of group development. (10 marks)
 - (b) Describe **FOUR (4)** types of teams commonly found in today's organizations. (10 marks)

- Q4** Controlling is the final step in the management process. Managers must monitor whether goals that were established as part of planning process are being accomplished efficiently and effectively.
- (a) Define controlling. (2 marks)
 - (b) Explain the **THREE (3)** steps in the control process with examples. (9 marks)
 - (c) Differentiate between feedback control, concurrent control and feedback control with examples. (9 marks)

- Q5**
- (a) Explain **THREE (3)** needs as proposed in Three-Needs Theory. (6 marks)
 - (b) Explain the **FIVE (5)** stages of Maslow's Hierarchy of Needs. (5 marks)
 - (c) Differentiate between transactional leaders and transformational leaders. (4 marks)
 - (d) Explain **FIVE (5)** sources of the leader's power. (5 marks)

-END OF QUESTIONS-

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