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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

TERBUKA

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPK 20502
PROGRAMME CODE : BIT
EXAMINATION DATE : DECEMBER 2016 / JANUARY 2017
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

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Q1 Formal planning is the primary management function because it establishes the basis for managers to organize, lead, and control. An important aspect of an organization's formal planning is strategic planning which managers do as part of the strategic management process.

- (a) List **SIX (6)** steps in strategic management process. (6 marks)
- (b) Discuss **FOUR (4)** significances of formal planning in an organization. (12 marks)
- (c) Differentiate between formal and informal planning. (7 marks)

Q2 Human Resource Management (HRM) decisions and methods are critical to ensure that organization hires and retain the right people. HRM is a formal systems devised for the management of people within an organization.

- (a) HRM process will involve in employee planning, adapting new employee in work environment and monitoring employee performance.

List **SEVEN (7)** activities to fulfill the need of HRM process. (7 marks)

- (b) There are several tasks associated with identifying and selecting competent employees. One of the starting tasks is employment planning which includes job analysis, job description and job specification.

Discuss:

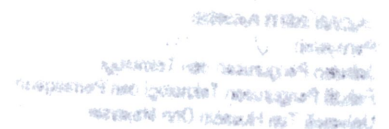
- (i) Job analysis,
- (ii) Job description
- (iii) Job specification



- (c) Three major sources of potential job candidates are through advertising, employee referrals and internal searches.

Discuss the advantages and disadvantages of each of the major sources in employee sourcing.

(9 marks)



Q3 Leaders and leadership, like motivation, are organizational behaviour issues that have been well studied. Most of these studies evaluate the effectiveness of leadership in the organization.

- (a) Define leadership. (2 marks)
- (b) Describe the following contingency leadership theories:
 - (i) Fiedler’s model in leadership style (4 marks)
 - (ii) The path-goal model developed by Robert House (4 marks)
- (c) Differentiate between transactional and transformational leadership. (5 marks)
- (d) Trust is an essence of leadership. The five elements of trust include integrity, competence, consistency, loyalty, and truthfulness.

Explain each of the elements.



(10 marks)

Q4 An effective control system ensures that activities are completed in ways that lead to the achievement of the organization’s goals and it can be determined by how well it facilitates goal achievement.

- (a) Explain the importance of control in the management process. (6 marks)
- (b) An effective control system begins with an important control process.

Describe the first step in the control process.

(5 marks)

- (c) Control is the management function that involves monitoring activities to ensure that they are being accomplished as planned and any significant deviations are corrected.

Discuss how managers can determine a significant deviation and give an example of scenario where managers need to respond towards organization’s goal.

(10 marks)

- (d) Management set controls before an activity commences, while the activity is going on, or after the activity has been completed.

Explain Feedforward and Concurrent controls types that can be implemented by manager.

(4 marks)

- END OF QUESTIONS -

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