



UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESI 2017/2018**

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 10202
PROGRAMME : BPC/BPD
EXAMINATION DATE : DECEMBER 2017 / JANUARY 2018
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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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 **EIGHT (8)** steps in the decision-making process. (8 marks)
 - (c) Explain **THREE (3)** steps in the decision making process listed in **Q1(b)**. (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)
 - (c) 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) Define controlling. (2marks)
 - (b) Differentiate between concurrent control and feedback control with examples. (8 marks)
 - (c) Explain **THREE (3)** steps in the control process with specific examples. (15 marks)

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-END OF QUESTIONS-