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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

COURSE NAME : PRINCIPLE OF MANAGEMENT
COURSE CODE : BPA 11303
PROGRAMME CODE : BPA/BPB
EXAMINATION DATE : DECEMBER 2017 / JANUARY 2018
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

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THIS QUESTION PAPER CONSISTS OF TWO (2) PAGES

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- Q1** Organizational structure is the formal arrangement of jobs within an organization.
- (a) Explain the concepts of mechanistic and organic structures. (5 marks)
 - (b) Discuss **FOUR (4)** contingency variables that should be considered while designing an appropriate organizational structure. (20 marks)
- Q2** A group consist of two or more interacting and interdependent individuals who come together to achieve specific goals.
- (a) Describe differences between formal and informal groups by giving suitable examples of each. (5 marks)
 - (b) Demonstrate how **FOUR (4)** traits associated with leadership and give an example of each trait. (20 marks)
- Q3**
- (a) List Maslow's **FIVE (5)** hierarchies of needs. (5 marks)
 - (b) Discuss how managers can use Maslow's theory of needs to motivate employees. (20 marks)
- Q4**
- (a) Define benchmarking. (5 marks)
 - (b) Discuss **FOUR (4)** performance tools used for monitoring and measuring organizational performance. (20 marks)

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- END OF QUESTIONS -