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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER I
SESSION 2017/2018

COURSE NAME	:	PRINCIPLES OF MANAGEMENT
COURSE CODE	:	BPK 20502
PROGRAMME CODE	:	BIT
EXAMINATION DATE	:	DECEMBER 2017 / JANUARY 2018
DURATION	:	2 HOURS
INSTRUCTION	:	ANSWER **ALL** QUESTIONS

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

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Q1 The quality of an organization is determined by the quality of the people are employed. Human Resource Management (HRM) decisions and actions are critical to ensure the organization hires and keeps the right people. Newly employed staff need to be in line with organization's culture and be trained to do his/her job in order to acheive organization's goals.

(a) Define employement planning.

(2 marks)

(b) List **THREE (3)** purposes of orientation.

(3 marks)

(c) Describe **THREE (3)** differences between job orientation, unit orientation and organization orientation.

(9 marks)

(d) Multi-person comparison, is a method to compare one person's performance with one or more individuals and is a relative, not absolute, measuring device.

Explain **THREE (3)** popular forms of multi-person evaluations.

(6 marks)

Q2 A group is defined as two or more interacting individuals with complementary skills who are committed to a common purpose, performance, goal, and approach for which they hold themselves mutually accountable.

(a) Define work groups and work teams.

(4 marks)

(b) Describe **THREE (3)** differences between work groups and work teams.

(6 marks)

(c) Discuss **FIVE (5)** stages of group development process by using appropriate figure.

(20 marks)

Q3 Leadership is the most important function of management which helps to maximize efficiency and to achieve organizational goals. Leadership development is vital because organizations take on the personality of their leaders.

(a) Define leader and leadership.

(4 marks)

(b) Explain **SIX (6)** traits associated with effective leadership.

(12 marks)

(c) Describe **TWO (2)** differences between transactional and transformational leadership.

(4 marks)

(d) List **FIVE (5)** dimensions that make up the concept of trust.

(5 marks)

Q4 Controlling is the final step in the management process. Manager monitors whether goals that were established as part of the planning process are being accomplished efficiently and effectively.

(a) Define organizational control.

(2 marks)

(b) Explain **THREE (3)** reasons why control is needed in organization.

(6 marks)

(c) Describe **FOUR (4)** steps in control process by using appropriate figure.

(12 marks)

(d) State **FIVE (5)** criteria for effective control.

(5 marks)

- END OF QUESTIONS -