



**UTHM**

Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2018/2019**

**COURSE NAME** : PRINCIPLES OF MANAGEMENT  
**COURSE CODE** : BPA 10202 / BPK 20502  
**PROGRAMME CODE** : BPC / BPD / BIT  
**EXAMINATION DATE** : DECEMBER 2018 / JANUARY 2019  
**DURATION** : 2 HOURS  
**INSTRUCTION** : ANSWER ALL QUESTIONS

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

**Q1** (a) Discuss **FOUR (4)** contingency variables that should be considered in determining an appropriate structure in organizational design.

(8 marks)

(b) Organizational changes do not happen by chance. Often managers make a concerted effort to alter some aspect of the organization.

Discuss **FOUR (4)** common organization development (OD) techniques.

(8 marks)

(c) Describe the **THREE (3)** sets of variables that have been found to stimulate innovation.

(9 marks)

**Q2** (a) A group is defined as two or more interacting and interdependent individuals who come together to achieve specific goals. Team typically outperform individuals when the tasks being done require multiple skills, judgment and experience.

Compare work groups and work teams.

(8 marks)

(b) Describe **THREE (3)** most common types of work teams.

(9 marks)

(c) Job should be designed deliberately and thoughtfully to reflect the demand of changing environment.

Discuss **FOUR (4)** core job dimensions to reflect the demand of changing environment.

(8 marks)

**Q3** A leader is someone who can influence others and who has managerial authority. Leadership is a process of leading a group and influencing that group to achieve its goals.

(a) Compare **TWO (2)** major contingency leadership theories.

(10 marks)

(b) Discuss the **FIVE (5)** dimensions of trust as the essence of leadership.

(15 marks)

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**Q4** Control is the management function that involves monitoring activities to ensure that they are being accomplished as planned and correcting any significant deviations.

(a) Illustrate the control process in management function with diagram. (4 marks)

(b) Describe the **THREE (3)** steps in the control process. (9 marks)

(c) Explain **THREE (3)** types of controls in an organization. (12 marks)

**- END OF QUESTIONS -**

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