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 11303
PROGRAMME CODE	:	BPA / BPB / BPP
EXAMINATION DATE	:	DECEMBER 2018 / JANUARY 2019
DURATION	:	2 HOURS 30 MINUTES
INSTRUCTION	:	ANSWER **ALL** QUESTIONS

TERBUKA

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

Q1   Most managers, at one point or another, will have to make changes in some aspects of their workplace. These changes are classified as organizational change.

(a)   Define organizational change.

(4 marks)

(b)   Explain **THREE (3)** steps in organizational change process.

(9 marks)

(c)   Discuss **THREE (3)** types of change faced by organizations.

(12 marks)

Q2   In today's uncertain environment, leaders need to build trust and credibility. Followers judge a leader's credibility in term of his or her honesty, competence and ability to inspire. Trust is closely intertwined with the concept of credibility and these two terms are often used interchangeably.

(a)   Define trust.

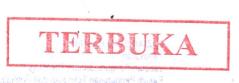(3 marks)

(b)   Explain **FIVE (5)** dimensions of trust.

(10 marks)

(c)   Discuss **FOUR (4)** practices that help leaders building trust among employees.

(12 marks)

Q3   Motivation is the process by which a person's efforts are energized, directed, and sustained toward attaining a goal.

(a)   List **FIVE (5)** Maslow's hierarchy of needs.

(5 marks)

(b)   Discuss how managers can use **FIVE (5)** Maslow's hierarchy of needs theory to motivate employees.

(20 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 with diagram the control process in management function.

(4 marks)

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

(9 marks)

(c) Discuss **FOUR (3)** main workplace discipline problems faced by organization.

(12 marks)

- END OF QUESTIONS -

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