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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER I
SESSION 2019/2020**

COURSE NAME : INDUSTRIAL PSYCHOLOGY
COURSE CODE : BPB 11402 / BPC 11402
PROGRAMME : BPB / BPP
EXAMINATION DATE : DECEMBER 2019 / JANUARY 2020
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

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Q1 AinGreen Sdn Bhd. is a wholesale grocery business operating in Parit Raja. It provides service of stocking retailers with fresh produce. It currently employs thirty employees and strives to ensure that all its employees develop expertise in their skill specialization.

(a) Recommend the most appropriate form of departmentalization for AinGreen Sdn. Bhd. with justification. (5 marks)

(b) Discuss **TWO (2)** potential problems with the form of departmentalization recommended in **Q1(a)**. (10 marks)

(c) Analyze whether AinGreen Sdn Bhd. has mechanistic or organic structure with justification. (10 marks)

Q2 Marvel Sdn. Bhd. and EndGame Sdn. Bhd. are considering a merger and unsure whether their two organizations will have difficult time with clashing cultures. They identify a several overlapping values that they feel can effectively meld into a cohesive new culture.

(a) Elaborate how both companies could perform a bicultural audit. (10 marks)

(b) Recommend the best type of cultural merge in this case with justification. (5 marks)

(c) Discuss strategies that could be used to strengthen the newly merged organizational culture. (10 marks)

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Q3 Rosli owns a small business with twelve employees. He is anticipating a large contract in the near future which he hopes will triple his profit and double the number of employees he will hire. He has always been a very likable man, dependable and hard working person. However, he is very worried about his ability to lead twice as many employees and be successful.

(a) Discuss **FIVE (5)** leadership competencies that Rosli should further develop to successfully lead his employees. (20 marks)

(b) Discuss whether he should opt for task-oriented or people-oriented leadership style. (5 marks)

Q4 Ain has worked at Indah Sdn Bhd. for 14 years. Indah Sdn Bhd has a large building where each divisional unit is located on different floor. Ain works on the accounting floor and works for budget committee, where she met Salmah from Engineering and Johan from Purchasing. This committee provides recommendation to top management on various financial issues affecting the company. Each week, the three meet after work for coffee session.

(a) Explain what type of team is budget committee. (3 marks)

(b) The coffee session after work is an example of informal group. Discuss **FOUR (4)** reasons why employees form an informal group. (12 marks)

(c) Discuss major components of high performing team with examples. (10 marks)

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-END OF QUESTIONS-