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Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 10202
PROGRAMME CODE : BPC / BPD
EXAMINATION DATE : DECEMBER 2019 / JANUARY 2020
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTIONS

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

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Q1 (a) Planning establishes coordinate effort and gives direction to managers and non-managers alike.

Discuss **TWO (2)** reasons for planning.

(5 marks)

(b) Describe **FOUR (4)** types of planning.

(8 marks)

(c) Discuss **FOUR (4)** contemporary issues in relation to planning in organization.

(12 marks)

Q2 (a) Organizational changes are frequently occurred in a climate of uncertainty and around issues that are important to employees, and it is not surprising that organizational change is a common stressor.

Discuss **THREE (3)** ways that managers can help to reduce job-related stress for their employees.

(9 marks)

(b) Managers who want to promote innovation should focus on ends rather than means.

Describe **THREE (3)** main techniques for stimulating innovation.

(9 marks)

(c) Innovative organizations tend to have similar cultures where they encourage experimentation and celebrate mistakes.

List **SEVEN (7)** characteristics of innovative organizations.

(7 marks)

Q3 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.

- (a) Describe the **THREE (3)** most common work teams. (9 marks)
- (b) Discuss the **FIVE (5)** stages of group development. (10 marks)
- (c) Discuss the **THREE (3)** concepts of group behaviour. (6 marks)

Q4 (a) 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.

Discuss the **FIVE (5)** dimensions of trust as the essence of leadership. (10 marks)

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

Demonstrate the **THREE (3)** steps in the control process. (15 marks)

- END OF QUESTIONS -

3
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