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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 11303
PROGRAMME CODE : BPA / BPB / BPP
EXAMINATION DATE : DECEMBER 2019 / JANUARY 2020
DURATION : 2 HOURS AND 30 MINUTES
INSTRUCTION : ANSWER **ALL** QUESTIONS

THIS QUESTION PAPER CONSISTS OF **FOUR (4)** PAGES

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Q1 Your manager had instructed you to assist him in redesigning your company organizational structure. You have divided the job done by your department through work specialization and now trying to decide how to best group them for efficiency.

- (a) Discuss **THREE (3)** types of departmentalization with examples. (6 marks)
- (b) Explain **ONE (1)** advantage and **ONE (1)** disadvantage for each types of departmentalization in **Q1(a)**. (6 marks)
- (c) Discuss **TWO (2)** contingency variables that should be considered while designing an appropriate organizational structure. (4 marks)
- (d) Explain the following terms with appropriate examples.
 - (i) Unity of command (2 marks)
 - (ii) Decentralization (2 marks)

Q2 Every manager needs to monitor and evaluate the activities of his subordinates. Managers must monitor whether goals that were established as part of planning process are being accomplished efficiently and effectively. Controlling is performed at the lower, middle and upper levels of the management.

- (a) Explain **THREE (3)** importance of controlling in the organization. (6 marks)
- (b) Differentiate between feedforward control and concurrent control with examples. (6 marks)
- (c) A manager must first get information to determine what actual performance is. Thus, the first step in control is measuring the actual performance.
 - (i) Discuss **FOUR (4)** approaches used by the manager for measuring actual performance. (4 marks)
 - (ii) Explain **ONE (1)** drawback for each approach as in **Q(c)(i)**. (4 marks)

- Q3** (a) One of the challenge faced by a manager in the company is ensuring that the company has a high quality workforce. Managers need to be aware of the job they are trying to fill, stay abreast of recruiting trends, and identify where appropriate human resources are located.
- (i) Define recruitment. (2 marks)
 - (ii) List **TWO (2)** various recruiting sources that can be used by the manager to find potential candidates. (2 marks)
 - (iii) Explain **ONE (1)** advantage of each recruitment as in **Q3(a)(ii)**. (4 marks)
 - (iv) Suggest **TWO (2)** selection tools used by the managers to select the new employees. (4 marks)
- (b) Explain **FIVE (5)** Maslow's Hierarchy of needs with examples. (5 marks)
- (c) Explain the **THREE (3)** needs as proposed in three-needs theory with examples. (3 marks)
- Q4** (a) Dini and Dino Company, a technology product company has been utilizing groups to improve the manufacturing process, products, packing, selection and other management issues. The groups have been starting and stopping for the last three years. Management has requested your consulting expertise in determining why there are varies successes and failure. Your analysis of the system found that part of the explanation of the results' diversity could be simply be the group development stage.
- Discuss the stages of group development with examples. (10 marks)
- (b) Differentiate between charismatic leader and transformational leader with examples. (6 marks)
- (c) Explain **FOUR (4)** sources of leader's power with an examples. (4 marks)

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Q5 Change can be a threat to people in an organization. Thus, a manager in an organization need to be responsible for managing change in an organization.

- (a) Define organizational change. (2 marks)
- (b) Discuss **THREE (3)** types of organizational change with examples. (12 marks)
- (c) Explain **TWO (2)** techniques for reducing resistance to change. (6 marks)

- END OF QUESTIONS -

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