



UTHM

Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

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

COURSE NAME : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPK 20502
PROGRAMME CODE : BIT
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

Q1 Organizing means arranging the activities of the enterprise in such a way that they systematically contribute to the enterprise's goal. An organization consists of people whose specialized tasks are coordinated to contribute to the organization's goals.

- (a) Explain **TWO (2)** generic organization structure models. (4 marks)
- (b) Based on answer in **Q1(a)**, discuss **ONE (1)** advantages and disadvantages. (4 marks)
- (c) Discuss **FOUR (4)** current organizational design challenges faced by today's organizations. (8 marks)
- (d) Victor Vroom's expectancy theory, which states that an individual tends to act in a certain way based on the expectation that the act will be followed by a given outcome and on the attractiveness of that outcome to the individual.
 - (i) Illustrate the **THREE (3)** variables in Expectancy Theory. (6 marks)
 - (ii) Discuss **ONE (1)** appropriate rewards programs could bring motivation to the staff. (2 marks)

Q2 (a) Your friend has just been appointed as a team leader at his workplace. He wants some information from you about the roles of effective leadership.

Explain on **FOUR (4)** roles of a team leader that contribute to the effective leadership to your friend. (10 marks)

- (b) Explain **THREE (3)** leadership styles in details. (9 marks)
- (c) Explain **THREE (3)** leader's approaches. (6 marks)

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Q3 Controlling is a systematic exercise which is called as a process of checking actual performance against the standards or plans with a view to ensure adequate progress

and also recording such experience as is gained as a contribution to possible future needs.

- (a) Illustrate the steps in the control process with a diagram. (5 marks)
- (b) Explain **THREE (3)** reasons of controlling in management. (6 marks)
- (c) Illustrate the control focal points system with a diagram. (5 marks)
- (d) Based on your answer in **Q3(c)**, explain **THREE (3)** examples for each three control system in organization. (9 marks)

Q4 Questions **Q4(a)-Q4(e)** are based on case study below.

A software company was entering a new era of Industrial Revolution 4.0 IR4.0). This company had a good reputation in the software areas. The company won a contract for Data Science project for an insurance company. The project was scheduled for completion in one year. But after 8 months a large part of the project was incomplete. Not completing the project on schedule will bring loss of face and litigation for the company. The person who in charged to solve this problem is Mr Jebat.

- (a) State the problem in a case study above. (2 marks)
- (b) Explain the types of problem and decision that Mr Jebat face. (4 marks)
- (c) Identify types of approaches that Mr Jebat can use to make decisions. (2 marks)
- (d) Discuss the type of decision making conditions that Mr Jebat involve. (2 marks)
- (e) By using the decision making process, explain how Mr Jebat will solve the problem. (16 marks)

- END OF QUESTIONS -

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