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**UNIVERSITI TUN HUSSEIN ONN
MALAYSIA**

**FINAL EXAMINATION
SEMESTER I
SESSION 2011/2012**

COURSE : PRINCIPLES OF MANAGEMENT
COURSE CODE : BPA 10202
PROGRAMME : 1 BPC / 1 BPD
EXAMINATION DATE : JANUARY 2012
DURATION : 2 HOURS
INSTRUCTION : ANSWER ALL QUESTION

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

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Q1 Competence and talented staff is critical to the success of every organization. Therefore, to be competitive in today's economy, organizations need the best people to create ideas and execute them towards accomplishing the goals planned.

(a) Explain the definition below

(i) Recruiting

(3 marks)

(ii) Job description

(3 marks)

(iii) Job specification

(3 marks)

(b) Describe **TWO (2)** kinds of information that can be collected from job analysis process.

(4 marks)

(c) Compensation is the financial and non-financial rewards that organizations give to employee in exchange for their works.

Explain **THREE (3)** kinds of compensation decisions.

(12 marks)

Q2 HMU Corporation's management feels that their employees could be more motivated by their jobs from variety of reasons such as genders, age, and background.

(a) Define motivation

(5 marks)

(b) Explain how Maslow hierarchy of needs theory works?

(15 marks)

(c) Discuss how McGregor's Theory X and Theory Y help to understand employees' motivation in HMU Corporation?

(5 marks)

Q3 Communication is a central activity in most human and organizational activities. Communication is now done through variety of channels or modes ranging from very sophisticated communication media and technology to nonverbal signals. Effective communication is a prerequisite for implementing organizational strategies as well as for managing day to day activities through people.

- (a) List the elements involve in the communication process? (5 marks)
- (b) (i) List what are barriers to effective communications (5 marks)
- (ii) Explain the suggestions to overcome the barriers with your own examples. (10 marks)
- (c) Discuss two types of non-verbal communication (5 marks)

Q4 Management is the system of action that deals with complexity, meanwhile leadership is the complementary of action for dealing with change.

- (a) Explain **THREE (3)** differences between leaders and managers. (9 marks)
- (b) Leadership behaviors suggest that effective leader posses set of traits or characteristics.
- (i) Explain **TWO (2)** leadership styles. (6 marks)
- (ii) Describe **FIVE (5)** characteristics of leadership. (10 marks)

END OF QUESTION PAPER