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**UNIVERSITI TUN HUSSEIN ONN
MALAYSIA**

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

COURSE NAME : PRINCIPLES OF
MANAGEMENT

COURSE CODE : BPA 11303

PROGRAM : 1 BPA/BPB

EXAMINATION DATE : JANUARY 2012

DURATION : **2 HOURS 30 MINUTES**

INSTRUCTION : ANSWER ALL QUESTIONS

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

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- Q1 (a). Recent unpredictable business environment has made manager's job even more challenging. Therefore, managers have to learn how to manage it successfully.
- (i) List the organizational change that usually occur in an organization. (3 marks)
 - (ii) Discuss the organizational change as in Q1 (a). (i) , with examples (15 marks)
- (b). Organizational change is not a favourable thing to be implemented in any organization. The main reasons why people resist to change is due to uncertainty, habit, concern over personal loss, and the belief that it is not the organization's best interest.
- (i) Discuss **TWO (2)** techniques on how organization can reduce resistance to change. (7 marks)
- Q2 (a) Today's managers are challenged to create work environments that address the needs and respond to their employees. They must recognize and take full advantage of the productivity potential inherent in a diverse population in their organization. Thus leadership is the most important factor in improving company performance.
- (i) Define leader and leadership. (4 marks)
 - (ii) State **FIVE (5)** traits or characteristics associated with leadership. (5 marks)
 - (iii) Explain the **THREE (3)** styles of leadership, proposed by Kurt Lewin in his research. (6 marks)
 - (iv) University of Michigan has identified leadership in two dimensions, employee oriented and production oriented.
Discuss the differences between these two dimensions. (4 marks)
- (b) Corporate world is filled with stories of leaders who failed to achieve greatness because they failed to understand the context they were working in. One of the most respected approaches to understand leadership is path-goal theory, developed by Robert House.

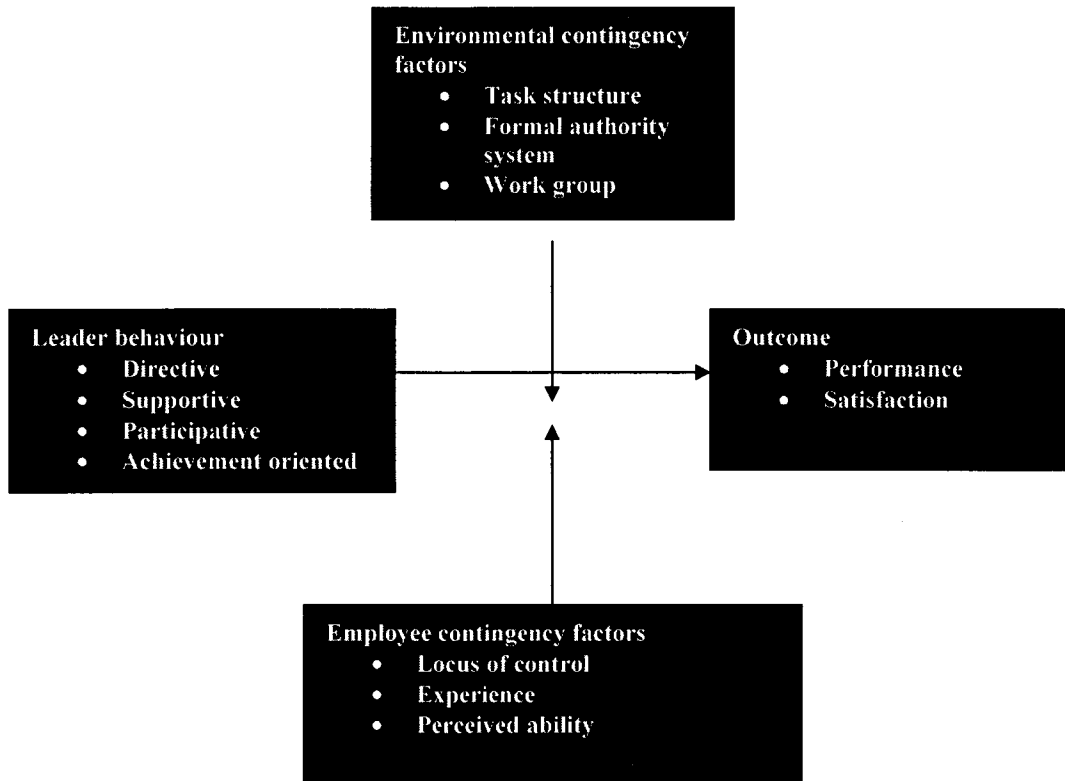


Figure Q3 (b): Path-goal Model

- (i) Explain **TWO (2)** kind of leaderships in the path-goal theory as in Figure Q3 (b). (6 marks)

Q3 (a). A group is defined as two or more interacting individuals with complementary skills who are committed to a common purpose, performance goal, and approach for which they hold themselves mutually accountable.

- (i) Discuss **FIVE (5)** stages of group development process. (15 marks)
- (ii) Differentiate work groups and work teams. (4 marks)
- (iii) Explain **TWO (2)** most common types of work teams in an organization. (6 marks)

- Q4 (a). Control is the process of monitoring activities to ensure that they are being accomplished as planned and or correcting any significant deviations.
- (i) Describe **THREE (3)** steps in the control process. (6 marks)
 - (ii) Discuss **THREE (3)** types of control that organization and manager can use to establish controls,with examples for each types. (15 marks)
 - (iii) Explain **TWO (2)** reasons why control is needed in organization. (4 marks)

END OF QUESTION PAPERS