

CONFIDENTIAL



UNIVERSITI TUN HUSSEIN ONN MALAYSIA
FINAL EXAMINATION
SEMESTER II
SESSION 2011/2012

COURSE NAME : LEADERSHIP AND SUPERVISION
COURSE CODE : BPB 34103
PROGRAMME : 3 BPA
EXAMINATION DATE : JUNE 2012
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

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

CONFIDENTIAL

Q1 Supervision is the first level of management in an organization and is concerned with encouraging the members of a work unit to contribute positively towards accomplishing the organization's goals and objectives.

(a) Explain the **NINE (9)** factors that supervisor needs to learn as to determine the success of the organization.

(18 marks)

(b) Determine the **FIRST (1)** basic types of skills that supervisors should acquired.

(2 marks)

Q2 Human Resource Planning forecasts on the employee supply and demand. Therefore, it is a specific action in getting the right numbers and types of people doing the right work at the right time.

(a) State the purpose of Human Resource Planning in an organization.

(6 marks)

(b) Describe the **FIVE (5)** steps to train employees in job skills.

(10 marks)

(c) Job Analysis is a process to identify and determine particular job duties, requirements and the relative importance duties for a given job in a detail manner.

Explain the purpose of job analysis in an organization in order to achieve its objective.

(4 marks)

- Q3** It is believed that productivity of an organization is the result of its three separate major components – efficiency of technology, efficiency of labour, and the effectiveness of management as shown in Figure Q3.

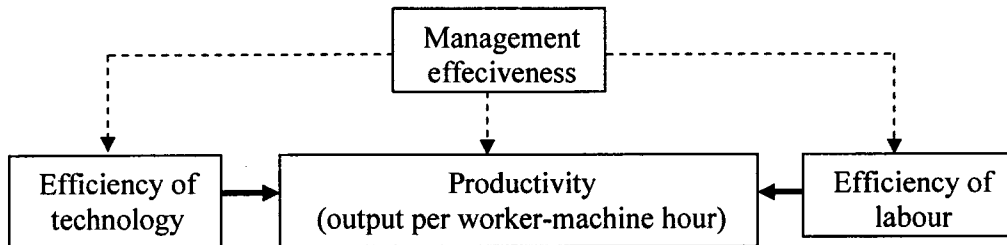


Figure Q3: DETERMINANTS OF PRODUCTIVITY

- (a) Explain the **THREE (3)** major components of organizational productivity. (6 marks)
- (b) Describe with examples how the determinant of productivity in Figure Q3 much related to management effectiveness. (10 marks)
- (c) Discuss **TWO (2)** of the benefits of work-methods improvement to the organization. (4 marks)

Q4 You are told that you and your work group have two weeks to implement a new program. You think two weeks are insufficient and you and your employees would have to work around the clock to complete it in that time. Morale has always been high in your group; yet you know some people just don't like overtime. As you think about how best to handle the situation, you consider these alternatives:

1. Tell your group the company is being pretty unreasonable about this: "I don't see what the big rush is. But it's got to be done, so let's all pitch in and help, shall we?"
2. Tell your group that you have told Bob Smith (your boss) you have a superb group of people: "If anyone in the company could get the job done, we could."
3. Tell the group your job is on the line: "If you want me around for a while, you will have to make a heroic effort."
4. Tell your group you don't want to hear any griping: "This is the nature of the job, and anyone who thinks he or she can't devote the extra time had better start looking for another job."
5. Tell the group the job must be done and ask them to make suggestions on how it can be completed within the deadline.

Choose **TWO (2)** of the alternatives given above and defend each alternative according to effective work team practices .

(40 marks)

END OF QUESTION PAPER