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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2022/2023**

- COURSE NAME : SUPERVISION MANAGEMENT
- COURSE CODE : DAE 22102
- PROGRAMME CODE : DAE
- EXAMINATION DATE : JULY/ AUGUST 2023
- DURATION : 2 HOURS
- INSTRUCTION : 1. ANSWER **ALL** QUESTIONS.
2. THIS FINAL EXAMINATION IS CONDUCTED VIA **CLOSED BOOK**.
3. STUDENT ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIALS OR ANY EXTERNAL RESOURCE DURING THE EXAMINATION CONDUCTED VIA **CLOSED BOOK**.

THIS QUESTION PAPER CONSISTS OF **SIX (6)** PAGES

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SECTION A (20 MARKS)

- Q1** The ability to influence others to act in a particular way is called ____.
- A supervision C motivation
B leadership D all of the above
- Q2** Which one of the following is not regarded as a leadership trait?
- A Drive C Honesty
B Self-confidence D Vision
- Q3** An individual with a compelling sense of purpose that is communicated so that followers can understand is often regarded as a ____.
- A charismatic leader C autocratic leader
B transactional leader D participative leader
- Q4** The ability to create and articulate a realistic and credible view of the future of the organization is called ____.
- A participative leadership C charismatic leadership
B visionary leadership D none of the above
- Q5** A taskmaster is often referred to as a(n) ____ leader.
- A task-centered C people-centered
B autocratic D participative
- Q6** A person who gives employees total autonomy to make decisions that will affect them is called a ____ leader.
- A participative C free-reign
B democratic D people-centered
- Q7** Which one of the following is not a dimension of trust?
- A Consistency C Openness
B Loyalty D Risk taking
- Q8** Which one of the following is not a component of an effective performance appraisal system?
- A Feedback C Salary increase
B Development D Documentation
- Q9** Self-generated feedback about one's performance is best referred to as ____.
- A extrinsic feedback C intrinsic feedback
B supervisory feedback D self-performance feedback
- Q10** The type of appraisal method that involves a narrative of an employee's strengths, weaknesses, past performance, potential, and suggestions for improvement is the ____.
- A critical incident C checklist
B written essay D behaviorally anchored rating scale

- Q11** Which one of the following is not a recommendation for overcoming performance appraisal hurdles?
- A Rate selectively
B Train appraisers
C Use single raters
D Use behaviorally based measures
- Q12** These are the three most popular sets of criteria that supervisors appraise. Identify which are not popular.
- A performance rating
B individual task outcomes
C behaviors
D traits
- Q13** Which one of the following is not a type of control?
- A Preventive control
B Concurrent control
C Immediate control
D Corrective control
- Q14** Measuring performance, comparing against a standard, and taking corrective action are all part of the _____.
- A supervisory process
B control process
C value chain process
D none of the above
- Q15** What does not control by a supervisor?
- A Costs
B Quality
C Safety
D Employee expenses
- Q16** The first formal step in the disciplinary process is the _____.
- A suspension
B written warning
C verbal warning
D none of the above
- Q17** Projects are influenced by a multitude of factors which can be external or internal to the organization responsible for its management and execution. Select one of the internal influences;
- A shareholders
B contractors
C supplier
D the end users
- Q18** Identify the following legislation which are not the primary source of employment law.
- A Employment Act 1955
B Factories and Machineries Act 1967
C Employment Insurance System Act 2018
D None of the above

- Q19** Discipline problem categories into four types. Choose the wrong statement for category description of discipline problem.
- A Attendance: Attendance problems appear to be even more widespread than those related to productivity (carelessness in doing work, neglect of duty, and not following established procedures).
 - B On-the-Job Behaviors: This blanket label includes insubordination, horseplay, fighting, gambling, failure to use safety devices, carelessness, alcohol and drug abuse.
 - C Dishonesty: It's a matter of trust. A supervisor need to be able to trust the employees to do certain things or to handle information properly. Dishonesty simply destroy an employee's credibility.
 - D Outside Activities: Activities that employees engage in outside of work, but generally reflect positively on the organization's image. Included here are community service and consultations.

- Q20** Refer the following statement:
"repair parts for equipment or train wheel maintenance technicians at KTMB"

The statement is an example of major cost categories that supervisor need to monitor. What category the statement's belongs to?

- A Expenditures for products, parts, or services that cannot be reused.
- B Expenditures for materials that go directly into the creation of a product or service.
- C Expenditures for necessary items that do not become part of the finished product or service.
- D Expenditures for material and labour incurred to repair and maintain equipment and facilities.

SECTION B (20 MARKS)

- Q1 _____ is the willingness to do something to satisfy a need.
- Q2 A willingness to take chances is _____ personality.
- Q3 One place where supervisors look the candidates for recruitment is from the _____.
- Q4 A _____-_____ leader give employees total autonomy to make the decisions that will affect them.
- Q5 _____ is a process in which one party consciously interferes in the goal-achievement efforts of another party.
- Q6 Techniques for resolving conflict group by two concern; _____ and _____.
- Q7 A _____ _____ is a visual representation of the sequence of events for a particular process.
- Q8 Occupational Safety and Health Act is a _____ that enforces, through standards and regulations, healthful working conditions and preservation of human resources.
- Q9 Some examples of popular _____ _____ are number of units produced per work hour, lost workdays resulting from injuries, and cost per unit sold.
- Q10 **Four (4)** common sources of information used by supervisors to measure actual performance are personal observation, _____ reports, _____ reports, and written reports.
- Q11 Scatter diagram is an illustration of the relationship between two variables that shows correlations and possible cause and _____.
- Q12 Potential sources of stress can be divided into **two (2)** main factors; personal and _____ factors.
- Q13 _____ corrective action is adjusts something right now and gets things back on track.
- Q14 One step to resolve conflict by get someone to role-play the situation with you and _____ multiple scenarios so that you can experience your own emotional reaction to the issue before you interact with the involved parties.
- Q15 Projects are influenced by multitude of factors known as project context encapsulated by the acronym PESTLE, which stands for: _____, _____, social, _____, legal and _____.

SECTION C (60 MARKS)

- Q1** (a) In an organization, supervisor is frequently involved in recruitment process. Prepare the process for recruiting the candidates. (10 marks)
- (b) Several personalities specifically explain individual towards work behavior. Classify **five (5)** of these personality traits. (5 marks)
- (c) Determine the dimensions of emotional intelligence that may help you cope with the daily demands and pressures of the workplace. (5 marks)
- Q2** (a) Conflict might happen in any workplace. Supervisor must aim to have enough conflict in the department to keep the unit responsive and innovative, but not so much as to hinder departmental performance.
- (i) Provide **five (5)** basic approaches for resolving conflict. (5 marks)
- (ii) Manage a strategy to resolve conflict. (10 marks)
- (b) Resistance to change would be shown immediately, overtly, implicitly, or deferred by the workers. As a supervisor, determine the easiest resistance to deal with. Support your answer with an example situation. (5 marks)
- Q3** (c) As a supervisor in a Malaysia scenario, conduct a response to a female worker who complained about her job scope that obviously difference with her male colleagues at the same position as hers. (4 marks)
- (b) Supervisors have a legal responsibility to ensure that the workplace is not hazardous to their employees' physical or mental health. Classify all the causes of accident in the workplace. (8 marks)
- (c) There are several discipline problems among workers. One of them is attendance. Prepare a process to solve this discipline violation by this worker. (8 marks)

- END OF QUESTIONS -