



**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESSION 2018/2019**

COURSE NAME : SUPERVISORY SKILLS  
COURSE CODE : DAM 20302  
PROGRAMME CODE : DAM  
EXAMINATION DATE : DECEMBER 2018 / JANUARY 2019  
DURATION : 2 HOURS  
INSTRUCTION : ANSWER **FOUR (4)** QUESTIONS ONLY

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

- Q1** (a) A supervisor is the manager who serves as the link between operative employees and all other managers. Identify **three (3)** ways of supervisor appointment. (9 marks)
- (b) Clearly identify **four (4)** types of skills required for supervisors in ensuring the supervisory process is successful. (10 marks)
- (c) Describe how supervisor can do in changes of information availability in their supervisory environment. (6 marks )
- Q2** (a) Explain **two (2)** types of concern emphasized by the company in relation to the production of materials and services. (4 marks)
- (b) List **four (4)** techniques of Productivity Improvement at the enterprise level. (4 marks)
- (c) Summarize Pareto Analysis in Productivity Improvement Techniques at the business level. (3 marks)
- (d) **Figure Q2 (d)** shows the results of the analysis of production data at a car manufacturing plant. There was a problem that caused a drop in product production. Based on the data, using Pareto's analysis define the important problems that contribute to the decline in productivity. (14 marks)
- Q3** (a) There are three fundamental roles of trade unions, which are economic, social and cultural, and workers and human right. Identify how trade unions can help in economic roles. (8 marks )
- (b) One way to find potential employees is through individual references. Give advantages and disadvantages using this method. (6 marks )
- (c) Describe the meaning of employee performance evaluation and list **six (6)** benefits of application to the organization. (7 marks )
- (d) Differentiate between direct discrimination and indirect discrimination based on job equality context. (4 marks )

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- Q4** (a) Explain the definition of motivation in the scope of supervision. (2 marks)
- (b) Identify the motivational theories that can be used at the Productivity Improvement technique. (10 marks)
- (c) Define the meaning of conflict and summarize **three (3)** positive and **three (3)** negative effects of the conflict. (8 marks)
- (d) Troubled workers can affect the productivity of an organization. Identify how troubled workers can affect the organization. (5 marks)
- Q5** (a) Briefly explain the primary goal of an accident investigation. (2 marks )
- (b) Distinguish briefly the differences between accident, dangerous incident and near miss and state examples of circumstances. (6 marks )
- (c) The main causes of accident consist of unsafe act and unsafe condition. Explain **four (4)** categories of unsafe act and unsafe condition. (4 marks )
- (d) State **five (5)** main supervisor responsibilities related to occupational safety and health. (5 marks )
- (e) Explain **four (4)** basic and direct causes of accident. (8 marks)

- END OF QUESTION -

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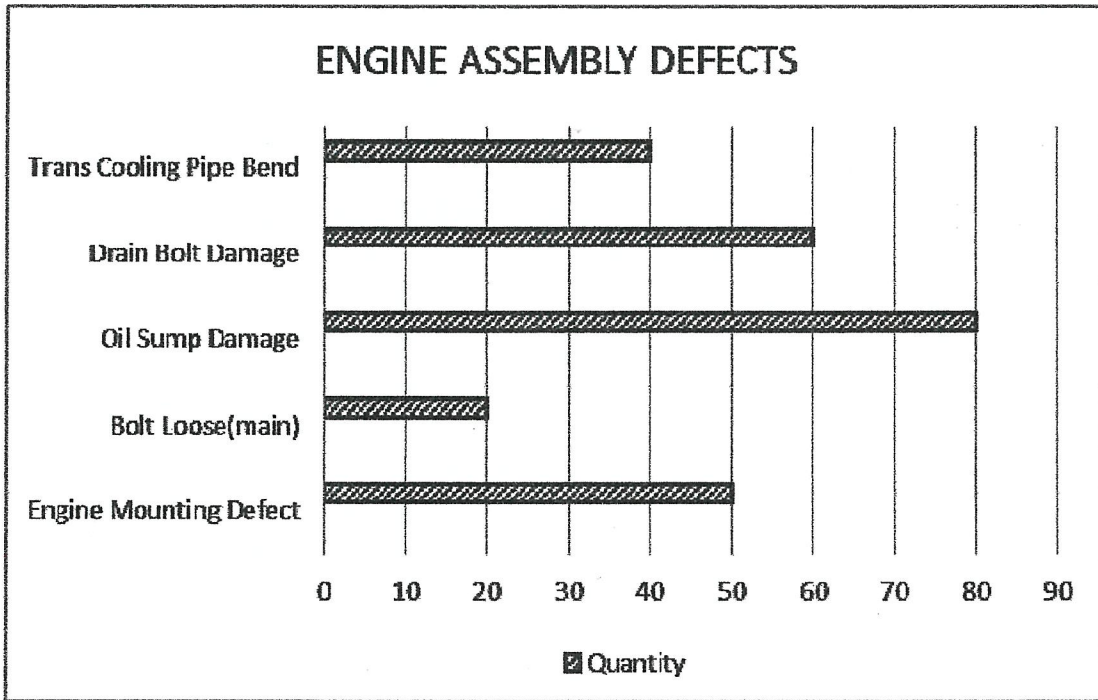


FIGURE Q2(d)

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