



**UTHM**  
Universiti Tun Hussein Onn Malaysia

**UNIVERSITI TUN HUSSEIN ONN MALAYSIA**

**FINAL EXAMINATION  
SEMESTER I  
SESI 2019/2020**

COURSE NAME : SUPERVISORY SKILLS  
COURSE CODE : DAM 20302  
PROGRAMME CODE : DAM  
EXAMINATION DATE : DECEMBER 2019 / JANUARY 2020  
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)** methods of supervisor appointment.
- ( 9 marks )
- (b) Clearly identify **four (4)** types of skills required for supervisors in ensuring the supervisory process is successful.
- ( 12 marks )
- (c) Briefly explain the meaning of diversity in supervision.
- ( 4 marks )
- Q2** (a) List **four (4)** techniques of Productivity Improvement at the enterprise level.
- ( 4 marks )
- (b) Delegation is a method of redistributing tasks or assignments. Delegation can occur within and between teams and be utilized across all role groups depending on the task requirements.
- (i) State the obstacle to delegation.
- ( 5 marks )
- (ii) Describe **four (4)** steps in delegating process.
- ( 8 marks )
- (c) Summarize Pareto Analysis in Productivity Improvement Techniques at the business level.
- ( 3 marks )
- (d) Explain **two (2)** types of concern emphasized by the company in relation to the production of materials and services.
- ( 5 marks )

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- Q3** (a) One method to find potential employees is through advertising in the newspapers. Describe advantages and disadvantages using this method.  
( 7 marks )
- (b) Define the meaning of the employee performance evaluation and why it is required for employers and employees.  
( 6 marks )
- (c) 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 )
- (d) Differentiate between direct discrimination and indirect discrimination based on job equality context.  
( 4 marks )
- Q4** (a) Identify the motivational theories that can be used at the Productivity Improvement technique.  
(10 marks )
- (b) Define the meaning of conflict and summarize **two (2)** positive and **two (2)** negative effects of the conflict.  
( 5 marks )
- (c) There are **five (5)** strategies in managing conflict. Explain how Supervisors can use those strategies dealing with interpersonal conflict.  
( 10 marks )

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- Q5** (a) Distinguish briefly the differences between accident, dangerous incident and near miss and state examples of circumstances.  
( 6 marks )
- (b) State **five (5)** main supervisor responsibilities related to occupational safety and health.  
( 5 marks )
- (c) Describe **four (4)** basic and direct causes of accident.  
( 12 marks )
- (d) Briefly explain the primary goal of an accident investigation.  
( 2 marks )

- END OF QUESTION-

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