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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2012/2013**

COURSE NAME : LEADERSHIP AND SUPERVISION
COURSE CODE : BPB 34103
PROGRAMME : 3 BPA
EXAMINATION DATE : JUNE 2013
DURATION : 2 HOURS 30 MINUTES
INSTRUCTION : ANSWER ALL QUESTIONS

THIS QUESTION PAPER CONSISTS OF SIX (6) PAGES

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- Q1** (a) The success of supervisor's work much depends on four types of skills which are technical, human relations, administrative, and decision making.

Explain the following type skills required for supervisor to work successfully:

- (i) Technical skills
- (ii) Human relations skills
- (iii) Administrative skills
- (iv) Decision making skills

(8 marks)

- (b) It is generally agreed that most supervisors need higher levels of all these four types of skills in performing their daily task.

- (i) Draw the distribution table of skills types required by a supervisor, based on their priorities.

(2 marks)

- (ii) Discuss the distribution of the skills types required by a supervisor based on **Q1 (b) (i)**.

(10 marks)

- Q2** (a) The concept of organizing implies that one person cannot do all the work in an organization. Therefore, delegation of work to someone with authority and responsibility is part of healthy organization.

- (i) Define delegation with example.

(5 marks)

- (ii) Discuss **FIVE (5)** process of delegating.

(15 marks)

- Q3** It is believed that productivity of an organization is the result of three major components which are efficiency of technology, efficiency of labor, and the effectiveness of management. Therefore, supervisors, as the first level management could have significant impact on all three major components of productivity.

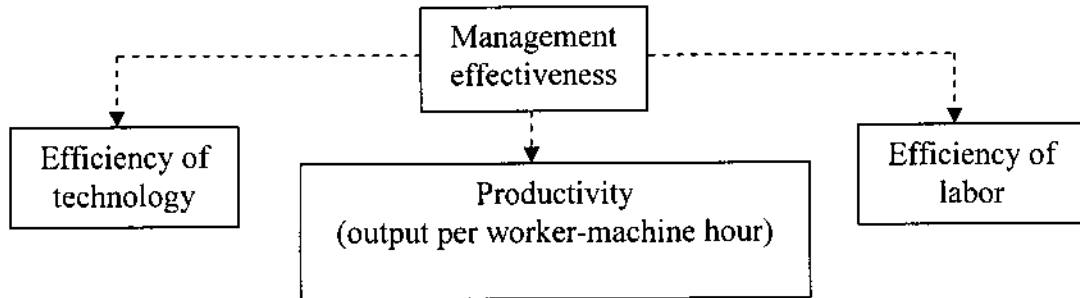


Figure Q3: Determinants of Productivity

- (a) Explain **THREE (3)** major components of organizational productivity (6 marks)
- (b) Discuss the determinants of productivity in **Figure Q3** and how they relate to management effectiveness with examples. (14 marks)
- Q4** (a) All organizations depend on group to achieve success. In organizations, a group is defined as two or more people who interact to meet a shared goal. A shared sense of purpose sets a group apart from just a gathering of people. In general, organizations comprises of two kinds of groups: informal and formal work groups.
- Define the following work groups in organization;
- (i) Informal work groups
(iii) Formal work groups (4 marks)
- (b) Many supervisors view informal work groups negatively. However, it could have positive effects on organization performance. Therefore, supervisors should be able work with them instead of going against them.
- Discuss **FOUR (4)** factors that encourage informal work group to work with supervisors. (16 marks)

Q5 Based on the study “Microsoft Corporation” in **Appendix 1**, answer the following question;

(a) Analyse how “Microsoft Corporation” can sustain its competitiveness level through its developing, manufacturing, licensing, supporting wide range of software products, and services for many different types of computing devices, using the major component of organizational productivity.

(10 marks)

(b) Microsoft Corporation serve the needs of customers around the world and improve the quality and usability of products in international markets. It also localized many of its products to reflect local languages and conventions.

Discuss how supervisor can determine the correct people to work with Microsoft Corporation as localizing a product may require modifying the user interface, altering dialog boxes and translating text.

(10 marks)

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MICROSOFT CORPORATION

Throughout the history of the computing industry, we have seen long stretches of steady incremental improvement, punctuated by waves of intense transformation and change. Our mission is to enable people and businesses throughout the world to realize their full potential. Since the company was founded in 1975, we have worked to achieve this mission by creating technology that transforms the way people work, play, and communicate. We develop and market software, services, hardware, and solutions that we believe deliver new opportunities, greater convenience, and enhanced value to people's lives. We do business throughout the world and have offices in more than 100 countries.

We generate revenue by developing, manufacturing, licensing, and supporting a wide range of software products and services for many different types of computing devices. Our software products and services include operating systems for personal computers, servers, and intelligent devices; server applications for distributed computing environments; information worker productivity applications; business solutions applications; high-performance computing applications; software development tools; and video games. We provide consulting and product and solution support services, and we train and certify computer system integrators and developers. We also design and sell hardware including the Xbox 360 gaming and entertainment console and accessories, the Zune digital music and entertainment device and accessories, and Microsoft personal computer ("PC") hardware products. In addition to selling individual products and services, we offer suites of products and services, including those discussed below and the enterprise client access license ("eCAL") suite, which licenses access to Microsoft server software products.

We earn revenues from customers paying a fee to license software; that will continue to be an important part of our business, even as we develop and deliver "cloud-based" computing services. Cloud-based computing involves providing software, services and content over the Internet by way of shared computing resources located in centralized data centers. Consumers and business customers access these resources from a variety of devices. Revenues are earned primarily from usage fees and advertising.

Microsoft's "software plus services" vision reflects our belief that what is most powerful for end users is a computing or communication device running sophisticated software, interacting with cloud-based resources. Examples of consumer-oriented cloud-based computing services we offer currently include:

- Bing, our Internet search service;
- Windows Live Essentials suite, which allows users to upload and organize photos, make

movies, communicate via email and messaging and enhance online safety; and

- Xbox LIVE service, which enables online gaming, social networking, and content access.

Our current cloud-based services for business users include:

- Microsoft Office Web Apps, which are the online companions to Microsoft Word, Excel, PowerPoint, and OneNote;
- our Business Productivity Online Suite, offering communications and collaboration solutions with high availability and simplified enterprise IT management;
- Microsoft Dynamics Online family of customer relationship management (“CRM”) and enterprise resources planning services; and
- our Azure family of services, including a scalable operating system with compute, storage, hosting and management capabilities, a relational database, and a platform that helps developers connect applications and services in the cloud or on premise.

We also conduct research and develop advanced technologies for future software products and services. We believe that delivering breakthrough innovation and high-value solutions through our integrated software platform is the key to meeting our customers’ needs and to our future growth. We believe that we will continue to lay the foundation for long-term growth by delivering new products and services, creating new opportunities for partners, improving customer satisfaction, and improving our internal processes. Our focus is to build on this foundation through ongoing innovation in our integrated software platforms; by delivering compelling value propositions to customers; by responding effectively to customer and partner needs; and by continuing to emphasize the importance of product excellence, business efficacy, and accountability.

To serve the needs of customers around the world and to improve the quality and usability of products in international markets, we localize many of our products to reflect local languages and conventions. Localizing a product may require modifying the user interface, altering dialog boxes, and translating text.

Our operational centers support all operations in their regions, including customer contract and order processing, credit and collections, information processing, and vendor management and logistics. The regional center in Ireland supports the European, Middle Eastern, and African region; the center in Singapore supports the Japan, Greater China and Asia-Pacific region; and the centers in Fargo, North Dakota, Fort Lauderdale, Florida, Puerto Rico, Redmond, Washington, and Reno, Nevada support Latin America and North America. In addition to the operational centers, we also operate data centers throughout the United States and in Europe.

Source: Microsoft Annual Report 2010

-END OF QUESTION-