UTHM
Universiti Tun Hussein Onn Malaysia

UNIVERSITI TUN HUSSEIN ONN MALAYSIA

FINAL EXAMINATION
SEMESTER II
SESSION 2014/2015

COURSE NAME   :   LEADERSHIP AND SUPERVISION

COURSE CODE   :   BPB 34103

PROGRAMME   :   3 BPA

EXAMINATION DATE   :   JUNE 2015/JULY 2015

DURATION   :   2 HOURS 30 MINUTES

INSTRUCTION   :   ANSWER **ALL** QUESTIONS

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

Q1 (a) Human Resource Planning forecasts on the employee supply and employee demand. Therefore, it is a specific action in getting the right numbers and types of people doing the right work at the right time, during orientation.

Describe **SEVEN (7)** functions of supervisor during new employee orientation session.
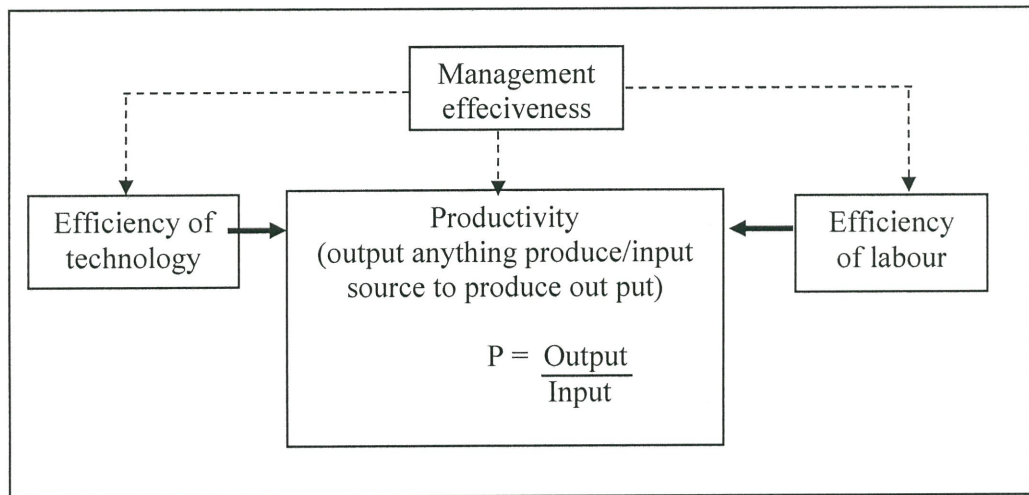
(14 marks)

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

Explain the purpose of job analysis above in order to achieve a company objective.

(6 marks)

Q2 (a) 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.

Figure Q1: Determinants of Productivity

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┌──────────────────────────────────────────────────────────────────┐
│                    ┌──────────────────┐                            │
│         ┌--------- │   Management     │ ---------------┐           │
│         ┆          │   effeciveness   │                ┆           │
│         ┆          └──────────────────┘                ┆           │
│         ▼                    ┆                          ▼           │
│  ┌──────────────┐   ┌──────────────────────┐   ┌──────────────┐   │
│  │ Efficiency of│──▶│     Productivity      │◀──│  Efficiency  │   │
│  │  technology  │   │(output anything       │   │  of labour   │   │
│  └──────────────┘   │ produce/input         │   └──────────────┘   │
│                     │ source to produce     │                      │
│                     │ out put)              │                      │
│                     │                       │                      │
│                     │  P =  Output          │                      │
│                     │       Input           │                      │
│                     └──────────────────────┘                       │
└──────────────────────────────────────────────────────────────────┘
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$$P = \frac{Output}{Input}$$

Explain the function of the Determinants of Productivity as in **Figure Q1.**

(6 marks)

(b) A Bakery Company is trying to increase its productivity, especially in the producing of sandwiches. Its recent demand shows a positive growth of 50 percent of normal sale per day.

The company able to produce 100 sandwiches in 2 hours per worker. The salary per worker is RM8.00 per hour.

    (i) Calculate the productivity of a Bakery Company based on the situation above.

                        (12 marks)

    (ii) State the purpose of the outcome of the calculation.

                        (2 marks)

Q3 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 **SEVEN (7)** factors that supervisor needs to learn as to determine the success of the organization.

                        (14 marks)

(b) Describe the most basic types of skills that supervisors should acquired.

                        (6 marks)

Q4   Karen Simmons is a day supervisor for a local Transportation Service Company in KualaLumpur. Karen is responsible for twelve employees. Her job responsibilities include planning the daily activities of these employees, certifying that all work has been done properly, and handling all money transactions. When Karen is not "supervising," she serves as an under-hood A-team crew member. In this capacity, she checks a variety of fluids, add fuilds as necessary, and inspects such things as the air filter, feul filter, and the car's lights. Frequently, as supervisor, she has to move an employee from one task to another during the day – sometimes to complete a job and other times to perform specialized task. For instance, only two of her employees are certified to handle transmission service.

Karen is in contact with her boss, owner Jill Ingalls, on a daily basis at the close of business. She discusses with her boss how many cars were serviced that day, what services were performed, and the amount of money that is being deposited, Karen keeps Jill informed on the status of inventories and what orders need to be placed. She also keeps Jill apprised of all customer or employee issues that arise.

Because of the service nature of this business, it's imperative that employees arrive at work on time and complete their work quickly. Karen knows that the key to this business is a happy workforce that, in turn, satisfies customers. Accordingly, she takes special care to make sure her employees are enjoying their work, and she keeps them apprised of changes that may affect them. Occasionally, Karen "springs" for an after-work pizza party just to say thanks to her employees for doing a good job.

(a)   List as many of Karen's responsibilities as you can recall.

(6 marks)

(b)   Prioritize the list of Karen's responsibilities.

(2 marks)

(c)   Explain why you place certain responsibilities at the top and other at the bottom.

(4 marks)

(d)   Describe the supervisory functions that Karen performs.

(8 marks)

(e)   Explain why some functions are more important than others?

(8 marks)

(f)   How can Karen avoid problem encountered during her supervising the employees while still pleasing the her boss?

(6 marks)

(g)   Decsribe how she can foster good relationships with the boss and her employees?

(6 marks)

-END OF QUESTIONS-