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UNIVERSITI TUN HUSSEIN ONN MALAYSIA

**FINAL EXAMINATION
SEMESTER II
SESSION 2021/2022**

COURSE NAME : PRINCIPLES OF MANAGEMENT

COURSE CODE : BPK 20502

PROGRAMME CODE : BIT

EXAMINATION DATE : JULY 2022

DURATION : 2 HOURS

INSTRUCTION

1. ANSWER **ALL** QUESTIONS
2. THIS FINAL EXAMINATION IS AN **ONLINE** ASSESSMENT AND CONDUCTED VIA **CLOSED BOOK**.
3. STUDENTS ARE **PROHIBITED** TO CONSULT THEIR OWN MATERIAL OR ANY EXTERNAL RESOURCES DURING THE EXAMINATION CONDUCTED VIA CLOSED BOOK.

THIS QUESTION PAPER CONSISTS OF **THREE (3)** PAGES

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Q1 Few trends have influenced how work gets done in organizations as much as the use of work teams. Organizations are increasingly structuring work around teams rather than individuals. Managers need to understand what influences team performance and satisfaction.

- (a) Discuss **FIVE (5)** stages of group development. (15 marks)
- (b) Identify the **TWO (2)** advantages and **TWO (2)** disadvantages of group decision making. (8 marks)

Q2 All managers need to be able to motivate their employees, which first requires understanding what motivation is. Let's begin by pointing out what motivation is not! Because many people incorrectly view motivation as a personal trait; that is, they think some people are motivated and others are not.

- (a) Describe **FIVE (5)** elements of Abraham Maslow's hierarchy of needs theory. (10 marks)
- (b) Discuss the concepts of job enlargement and job enrichment. (6 marks)
- (c) Job Characteristics Model (JCM) is an effective framework for managers to design motivating jobs. It identifies core job dimensions, their interrelationships, and their impact on employee productivity, motivation, and satisfaction.

Explain **FIVE (5)** core job dimensions of Job Characteristics Model. (10 marks)

Q3 Leadership is the ability of an individual or a group of individuals to influence and guide followers or other members of an organization. Leadership involves making sound -- and sometimes difficult -- decisions, creating and articulating a clear vision, establishing achievable goals, and providing followers with the knowledge and tools necessary to achieve those goals.

(Source: Pratt, 2021).

- (a) Explain **SIX (6)** traits associated with leadership. (12 marks)
- (b) Discuss the stages of readiness from the situational leadership theory developed by Hersey and Blanchard. (8 marks)
- (c) Differentiate between charismatic and authentic leadership. (4 marks)

Q4 Controlling is the process of monitoring, comparing, and correcting work performance. All managers should control even if their units are performing as planned because they cannot really know that unless they've evaluated what activities have been done and compared actual performance against the desired standard.

(a) Explain the steps, processes, and best practices managers typically utilize in the control process.

(9 marks)

(b) Discuss feedforward, concurrent, and feedback controls with an appropriate example for each one.

(9 marks)

(c) Explain **THREE (3)** performance control tools used for monitoring and measuring organizational performance.

(9 marks)

- END OF QUESTIONS -