



**UNIVERSITI KUALA LUMPUR
MALAYSIAN INSTITUTE OF INDUSTRIAL TECHNOLOGY**

**FINAL EXAMINATION
JANUARY 2016 SEMESTER**

SUBJECT CODE	:	JGD 30202
SUBJECT TITLE	:	SUPERVISORY SKILLS AND MANAGEMENT
PROGRAMME LEVEL	:	DIPLOMA
DATE	:	26 MAY 2016
TIME	:	9.00 AM – 12.00 PM
DURATION	:	3 HOURS

INSTRUCTIONS TO CANDIDATES

1. Please read the instructions given in the question paper **CAREFULLY**.
 2. This question paper is printed on both sides of the paper.
 3. This question paper consists of **TWO (2)** parts. Part A and Part B.
 4. Answer **ALL** questions in Part A and answer **TWO (2)** questions **ONLY** in Part B.
 5. Please write your answers on the answer booklet provided.
 6. Answer all questions in English.
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THERE ARE 4 PAGES OF QUESTIONS, EXCLUDING THIS PAGE.

SECTION A (Total: 60 marks)**INSTRUCTION: Answer ALL questions.****Please use the answer booklet provided.****Question 1**

A supervisor is a person managing the first level of management which require employees reporting to them matters relating to work in progress of a certain division or section. Planning, Organizing, Staffing, Leading, Controlling are the functions of a supervisor.

- (a) Describe each skills listed above.

(10 Marks)

- (b) Identify five most successful characteristics of a supervisor.

(10 Marks)

Question 2

Traditionally, with a job description, the first-line supervisor's main aim is to make sure that each worker knows what to do and job description should indicate the role of each employee. This will allow a supervisor to organize the department or division effectively and efficiently.

- (a) Distinguish **FIVE (5)** ways a supervisor may organize a section or department according to Henri Fayol's.

(10 Marks)

- (b) Indicate **FIVE (5)** ways a supervisor may delegate tasks or responsibilities to the employees.

(10 Marks)

Question 3

Communication is one of the most important and significant tools in achieving effective leadership. Downward, Upward and Lateral are the directions of communication in organizations and these can be done through Hersey's Situation Leadership Model.

- (a) Recognize any **TWO (2)** of the directions mentioned above reflecting "The participating Style Leader" in Hersey's Situation Leadership Model.

(10 Marks)

- (b) Classify **THREE (3)** leadership Traits and **TWO (2)** leadership skills that distinguish Leaders from Non-leader.

(10 Marks)

SECTION B (Total: 40 marks)**INSTRUCTION: Answer TWO (2) questions only.****Please use the answer booklet provided.****Question 1**

Orientation and Training are two vital elements in an organization. Supervisors should assume that all employees need some form of orientation at the first stage of employment and allocate suitable training for existing employees ensuring skills upgrade and performance at work.

- (a) Justify **THREE (3)** importance of a supervisor conducting orientation and **TWO (2)** impact derived from the absent of orientation.

(10 Marks)

- (b) Determine the factors a supervisor need to take into account before selecting a training type for an employee and identify **THREE (3)** types training known to you.

(10 Marks)

Question 2

It is important to ensure discipline and controlling to be conducted fairly by a supervisor in order to prevent employees from breaking rules. This may be achieve effectively by ensuring clear rules and regulations in place.

- (a) Distinguish between discipline and punishment in the event of a supervisor administering discipline and provide appropriate examples of each.

(10 Marks)

- (b) Contrast between Warning and Dismissal from the other disciplinary processes and explain the reason for your answers.

(10 Marks)

Question 3

Controlling is a systematic and dynamic effort to establish a performance standard to achieve organizational objective and to ensure all activities planned run accordingly. Controlling steps includes establishing performance standard, measuring actual performance, comparing performance standard and measuring corrective action plan.

(a) Evaluate the importance area which requires controlling in an organization.
(10 Marks)

(b) Discriminate Monitoring, Comparing and Corrective action plan from one another.
(10 Marks)

END OF EXAMINATION PAPER

