

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

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**FINAL EXAMINATION  
JANUARY 2016 SEMESTER**

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**COURSE CODE : JLD 10303**  
**COURSE TITLE : PRINCIPLES OF MANAGEMENT**  
**PROGRAMME NAME : DIPLOMA IN INDUSTRIAL LOGISTICS**  
**DATE : 25 MAY 2016**  
**TIME : 9.00 AM – 12.00 PM**  
**DURATION : 3 HOURS**

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**INSTRUCTIONS TO CANDIDATES**

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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)** sections.
  4. Answer **ALL** questions in Section A. Choose **THREE (3)** questions in section B.
  5. Please write your answers on the answer booklet provided.
  6. Table and formula are enclosed as reference.
  7. Please answer all questions in English only.
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**THERE ARE 3 PAGES OF QUESTIONS EXCLUDING THIS PAGE.**

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**SECTION A (Total: 40 Marks)**

**INSTRUCTION: Answer ALL questions.**  
**Please use the answer booklet provided.**

**Question 1**

Managers are concerned with organizational performance. Organizational performance can be the accumulated results of all the organization's work activities. Managers can implement controls before an activity begins, during the time the activity is going on and after the activity has been completed.

- (a) Illustrate and contrast the types of control in order to monitor, comparing, and correcting work performance with relevant examples. ( 15 marks)
- (b) Discuss any **TWO (2)** common sources of information frequently used to measure actual performance. (5 marks)

**Question 2**

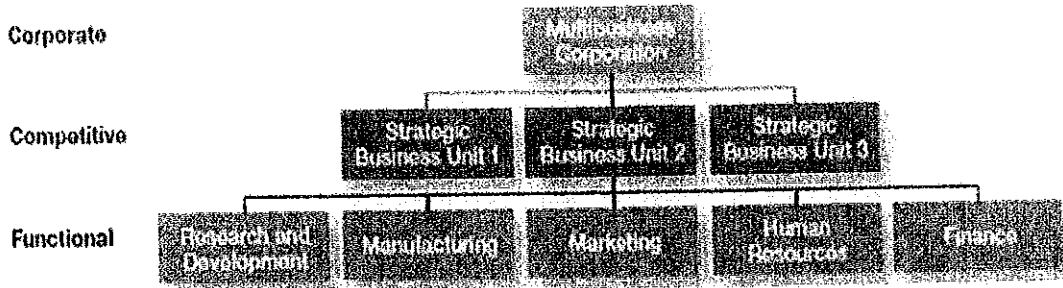
Communication is a transfer of understanding and meaning from one person to another.

- (a) List the parts of the communication process. (7 marks)
- (b) Illustrate the communication process (3 marks)
- (c) Explain **FIVE (5)** barriers to effective communication (10 marks)

**SECTION B (Total: 60 marks)**

**INSTRUCTION: Answer THREE (3) questions only.**  
**Please use the answer booklet provided.**

**Question 1**



Strategies are the plans for how the organization will do what it is business to do, how it will compete successfully and how it will attract and satisfy its customers in order to achieve its goals. Corporate strategy is one that determines what businesses a company is in or wants to be in and what it wants to do with those businesses. It's based on the mission and goals of the organization and the roles that each business unit of the organization will play. Describe the major types of corporate strategies and competitive strategies with examples and discuss how this type of strategies can help organization's success.

(20 marks)

**Question 2**

Motivation is the process by which a person's effort are energized, directed, and sustained toward attaining a goal.

(a) Explain what is Maslow's Hierarchy of needs theory

(10 marks)

(b) Differentiate the McGregor's Theory X and Theory Y

(10 marks)

**Question 3**

Departmentalization is defined as how jobs are grouped together. No single method of departmentalization was advocated by the early writers. The method or methods used should reflect the grouping that would best contribute to the attainment of the goals of the organization and the individual units. Explain **FIVE (5)** common types of departmentalization with examples.

(20 marks)

**Question 4**

When organizations do go international, they often use different approaches. Managers can start to get into a global market with minimal global investment and significant global investment. Analyse the **FIVE (5)** different ways organizations can go international.

(20 marks)

**END OF EXAMINATION PAPER**