



SET A

UNIVERSITI KUALA LUMPUR
Malaysian Institute of Marine Engineering Technology

FINAL EXAMINATION
JAN 2016 SESSION

SUBJECT CODE : LGD 10402
SUBJECT TITLE : PRINCIPLES OF MANAGEMENT
LEVEL : DIPLOMA
TIME / DURATION : 2.00PM -5.00PM / 3 HOURS
DATE : 23 MAY 2016

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 Section A and B.
4. Answer ALL questions in Section A. For Section B, answer only TWO (2) questions.
5. Please write your answers on the answer booklet provided.

THERE ARE 4 PAGES OF QUESTIONS, INCLUDING THIS PAGE.

SECTION A (Total: 60 marks)

INSTRUCTION: Answer ALL questions

Please use the answer booklet provided.

Question 1

- (a) Describe what management is and explain some major changes in management practice that have occurred as a result of globalization and the use of advanced information technology (IT).

(10 marks)

- (b) Define manager and distinguish among planning, organizing, leading and controlling (the four principal managerial tasks).

(10 marks)

Question 2

- (a) Define controlling and control function.

(4 marks)

- (b) Why do people instinctively dislike control? As a supervisor, what are the possible ways to have more effective control?

(16 marks)

Question 3

- (a) "Team, with guidance from internal and external customers, should identify the nature of the results they want to achieve".

Briefly describe the nature of team. Your explanation may include the meaning of team, types of team and the characteristics of effective team.

(15 marks)

- (b) Describe the stages of team development.

(5 marks)

SECTION B (Total: 40 marks)

INSTRUCTION: Answer only TWO questions.

Please use the answer booklet provided.

Question 4

- (a) Motivation is the key factor in forming a work climate in which employee's work willingly to reach the goals of the organisation. Discuss the meaning and reasons to know about motivation.

(5 marks)

- (b) The concept and application of motivation theories are closely associated with the behavioural approach. Supervisor need to understand the major motivation theories that explain employee behaviour. The concepts are applicable to motivate employees they supervise.

Below are **three** Content Motivation theories:

- i. Maslow's Hierarchy of Needs Theory
- ii. Herzberg's 2-Factors Theory
- iii. Mc Gregor's Theory X and Theory Y

Discuss briefly one of the above theories.

(15 marks)

Question 5

- (a) Human Resource Management play an important roles to ensure successful of organization goals.

Define meaning of Human Resources Management

(5 marks)

- (b) Explain and elaborates Human Resources activities in each organizations.

(15 marks)

Question 6

- (a) Compare one-way and two way communication.

(5 marks)

- (b) Communication is one of the most important and significant management tools in achieving effective supervision. Communication is more than talking with or writes to people. It is the process by which people attempt to share meanings *via* the transmission of symbolic massages. It is exchange and understanding of meaning.

By using appropriate illustration, describe how communication process happen and explain briefly types of communication within an organization.

(15 marks)

END OF EXAMINATION PAPER

