



SET A

UNIVERSITI KUALA LUMPUR
Malaysian Institute of Marine Engineering Technology

FINAL EXAMINATION
JAN 2016 SESSION

SUBJECT CODE : LGB 30703
SUBJECT TITLE : BUSINESS MANAGEMENT
LEVEL : DEGREE
TIME / DURATION : 9.00 AM – 12.00 NOON / 3 HOURS
DATE : 19 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 THREE (3) questions.
5. Please write your answers on the answer booklet provided.

THERE ARE 3 PAGES OF QUESTIONS, INCLUDING THIS PAGE.

SECTION A (Total: 40 marks)

INSTRUCTION: Answer ALL questions

Please use the answer booklet provided.

Question 1

- (a) Define and describe what do you understand by managers and management? (10 marks)
- (b) Elaborates the management role in management process (10 marks)

Question 2

- (a) List down eight (8) steps the decision making process by giving the elaborations and example. (10 marks)
- (b) Why do people instinctively dislike control? As a supervisor, what are the possible ways to have more effective control? (10 marks)

SECTION B (Total: 60 marks)

INSTRUCTION: Answer only THREE questions.

Please use the answer booklet provided.

Question 3

- (a) Briefly describe the meaning of *Power, authority and responsibility*. (6 marks)
- (b) Human resources Management play an important role in organizations. Explain your answer regarding on:
- i) Human resources process and (7 marks)
- ii) Human resources planning (7 marks)

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) Leadership is a process of leading a group and influencing that group to achieve its goal. It is basically what a leader does.

Below are **three** leadership theories:

- i. Fiedler Contingency Model
- ii. Situational Leadership Theory and
- iii. Path-goal Theory

Discuss briefly one of the above theories.

(15 marks)

Question 5

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

Explain how communication process happens and explain briefly types of communication within an organization.

(20 marks)

Question 6

- (a) What current issues do managers face in managing a team? Elaborate by giving your opinion.

(20 marks)

END OF EXAMINATION PAPER

