



BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Course Code & Name : **MGT1024 Managing People and Organisation**
Trimester & Year : September – December 2018
Lecturer/Examiner : Ng Boon Aun
Duration : 2 Hours

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:
PART A (75 marks) : Answer all FIVE (5) short answer questions. Answers are to be written in the Answer Booklet provided.
PART B (25 marks) : Answer ONE (1) essay question. Answers are to be written in the Answer Booklet provided.
2. Candidates are not allowed to bring any unauthorized materials except writing equipment into the Examination Hall. Electronic dictionaries are strictly prohibited.
3. This question paper must be submitted along with all used and/or unused rough papers and/or graph paper (if any). Candidates are NOT allowed to take any examination materials out of the examination hall.
4. Only ballpoint pens are allowed to be used in answering the questions, with the exception of multiple choice questions, where 2B pencils are to be used.

WARNING: The University Examination Board (UEB) of BERJAYA University College regards cheating as a **MOST** serious offence and will not hesitate to mete out the appropriate punitive actions according to the severity of the offence committed, and in accordance with the clauses stipulated in the Students' Handbook, up to and including expulsion from BERJAYA University College.

Total Number of pages = 3 (Including the cover page)

PART A : SHORT ANSWER QUESTIONS (75 MARKS)

INSTRUCTION(S) : Answer all **FIVE (5)** questions. Write your answers in the Answer Booklet(s) provided.

1. Identify and discuss **FIVE (5)** sources of power in an organization. (15 marks)

2. “Managers are individuals who coordinate and oversee the work of other people so that organizational goals can be accomplished.”

Illustrate the **THREE (3)** managerial skills needed by managers as proposed by Robert L. Katz. Provide specific examples to support your answer. (15 marks)

3. Identify and describe the **THREE (3)** acquired needs listed in the McClelland’s Three-Needs Theory. Provide relevant examples to illustrate how managers can motivate their employees using each of the needs. (15 marks)

4. Identify and describe the **THREE (3)** basic types of controls that are used to control organisational performance. Provide relevant examples to support your answer. (15 marks)

5. Explain **FIVE (5)** causes of conflict in an organisation. (15 marks)

END OF PART A

PART B : ESSAY QUESTION (25 MARKS)

INSTRUCTION(S) : Answer the question below. Write your answers in the Answer Booklet(s) provided.

1. Critically examine any **FIVE (5)** decision making error and bias commonly made by managers in an organisation. Provide relevant examples to support your answers.

(25 marks)

END OF EXAM PAPER