



## BERJAYA BUSINESS SCHOOL

### FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Subject Code & Name : **MGT1024 Managing People and Organisations**  
 Semester & Year : January 2017 – April 2017  
 Lecturer/Examiner : Mr. Goh Poh Kim  
 Duration : 2 Hours

#### INSTRUCTIONS TO CANDIDATES

1. This question paper consists of TWO (2) parts:

**PART A (60 marks) : FOUR (4) Short Answer Questions. Answer all of them; answers are to be written in the Answer Booklet provided.**

**PART B (40 marks) : TWO (2) Essay Questions. Answer all of them; 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 of Hospitality 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 of Hospitality.

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

**PART A : SHORT ANSWER QUESTIONS (60 MARKS)**

**INSTRUCTION(S) : FOUR (4) short answer questions. Answer ALL questions in the Answer Booklet(s) provided.**

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1. Define **communication** in a workplace. Discuss any **THREE (3)** reasons why communication is importance in a workplace. (15 marks)
2. Explain the **Maslow's Needs Hierarchy Theory**, with a diagram. (15 marks)
3. What are the differences between managers and leaders? Explain any **THREE (3)** differences. (15 marks)
4. Grouping plays an important role in team development. Discuss the **FIVE (5)** stages of group development process. (15 marks)

**END OF PART A**

**PART B : ESSAY QUESTIONS (40 MARKS)**

**INSTRUCTION(S) : TWO (2) essay questions. Answer ALL questions in the Answer Booklet(s) provided.**

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1. Strategy management is an integral part of company management. The success or failure of a company depends on its strategies.
  - a. Define strategy management. (2 marks)
  - b. With example, discuss the three levels of strategy that a large organization must develop. (18 marks)
  
2. In order to achieve company's goals, it must starts with a good plan.
  - a. What is planning? (2 marks)
  - b. Discuss six characteristics of well-designed goals. (18 marks)

**END OF EXAM PAPER**