

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

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| | : | : BGN : May | : BGN2305 : May - Au | : BGN2305 Man : May - August 2 : Angela Thexeir | : BGN2305 Managing : May - August 2018 : Angela Thexeira | : BGN2305 Managing Peop : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in t : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Set: May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Service : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Service Indus : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Service Industry : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Service Industry : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Service Industry : May - August 2018 : Angela Thexeira | : BGN2305 Managing People in the Service Industry : May - August 2018 : Angela Thexeira |

INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:

PART A (25 marks) : TWENTY-FIVE (25) multiple choice questions. Answers are to be written

in the Multiple Choice Answer Sheet provided.

PART B (75 marks) : FIVE (5) structured questions. Answers are to be written in the Answer

Booklet provided.

- 2. Candidates are not allowed to bring any unauthorised 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 = 8 (Including the cover page)

: STRUCTURED QUESTIONS (75 MARKS) **PART B** INSTRUCTION(S): Answer all FIVE (5) questions. Write your answers in the Answer Booklet(s) provided. Question 1 (15 marks) a. Explain briefly **FIVE (5)** reasons why HRM is important to all managers. (5 marks) b. Explain briefly 'work life balance'. (2 marks) (i) Briefly explain any **TWO (2)** examples of alternative working schedules. (4 marks) (ii) For the examples given in (i), give **ONE (1)** advantage and **ONE (1)** disadvantage. (4 marks) Question 2 (15 marks) a. Briefly distinguish between 'recruitment' and 'selection'. (4 marks) b. Briefly differentiate between 'job specification' and 'job description' and provide TWO (2) elements for each. (4 marks) c. What is 'motivation'? (1 mark) d. Briefly contrast between **TWO (2)** basic types of motivation theories. (6 marks) Question 3 (15 marks) a. Explain briefly why performance should be managed. (2 marks) b. Explain briefly **THREE (3)** factors that influence performance. (3 marks)

(10 marks)

c. Explain briefly FIVE (5) reasons why incentive plans fail.

Question 4 (15 marks)

| a. | Define 'leadershi | p'. | (1 | m | arl | k) |
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- b. The trait approach to leadership assumes a good leader is born, not made. Do you agree with this view? Explain your answer briefly. (3 marks)
- c. According to Fiedler's contingency theory of leadership, what are the **THREE (3)** primary factors that should be considered when moving leaders into situations appropriate for their leadership styles? Briefly describe the factors. (6 marks)
- d. Distinguish between a 'formal' and an 'informal' group within an organisation and provide **ONE (1)** example for each. (5 marks)

Question 5 (15 marks)

- a. Give **THREE (3)** ways in which managers can choose to change an organisation. (3 marks)
- b. 'Conflict is defined as a struggle that results from opposing needs or feelings between two or more people'. As a manager, briefly describe the **FOUR (4)** strategies used to manage conflicts.

(12 marks)

END OF EXAM PAPER