



## BERJAYA BUSINESS SCHOOL

### FINAL EXAMINATION

Student ID (in Figures) : 

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Student ID (in Words) : \_\_\_\_\_  
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Course Code & Name : **MGT1024 MANAGING PEOPLE & ORGANIZATIONS**  
Trimester & Year : May – August 2019  
Lecturer/Examiner : Chris Ong  
Duration : 2 Hours

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### INSTRUCTIONS TO CANDIDATES

1. This question paper consists of 2 parts:  
PART A (30 marks) : THIRTY (30) multiple choice questions. Answers are to be written in the Multiple Choice Answer Sheet provided.  
PART B (70 marks) : FIVE (5) short 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)**



**PART A**

**: MULTIPLE CHOICE QUESTIONS (30 MARKS)**

**END OF PART A**

**PART B**

**: SHORT ANSWER QUESTIONS (70 MARKS)**

**INSTRUCTION (S)**

: Answers all **FIVE (5)** questions.

Write your answers in the Answer Booklet (s) provided.

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1. Define electronic communication. Discuss any **THREE (3)** methods of electronic communication.

(15 marks)

2. Define the following terms with appropriate examples:

- a. Job Specialisation
- b. Job Rotation
- c. Job Enlargement

(15 marks)

3. Power is the capacity of a person, team, or organization to influence others. With examples, discuss any **THREE (3)** sources of power.

(15 marks)

4. Group conflicts do exist. Suggest any **THREE (3)** techniques to reduce conflicts.

(15

marks)

5. Describe **TWO (2)** significant limitations that any organization should do to reduce or eliminate email transmit. Justify your answer with **TWO (2)** relevant example.

(10 marks)

**END OF PART B**