



Private & Confidential

BERJAYA BUSINESS SCHOOL

FINAL EXAMINATION

Student ID (in Figures) :

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Student ID (in Words) : _____

Subject Code & Name : **MGT1024 Managing People and Organisation**
Semester & Year : September - December 2017
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 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 (75 MARKS)

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

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

Identify and describe the **THREE (3)** basic levels of managers commonly found in an organization. Provide specific examples to support your answer.

(15 marks)

2. Identify and briefly describe all **FIVE (5)** needs listed **Abraham Maslow’s Hierarchy of Needs**. Explain how managers use the **Abraham Maslow’s Hierarchy of Needs** to help motivate employees at work.

(15 marks)

3. Describe **THREE (3)** sources of information that are frequently used to measure actual performance. Provide relevant examples to support your answer.

(15 marks)

4. “Studies show that managers may spend up to 30 hours a week attending group meetings.”

Identify and describe **FIVE (5)** advantages of group decision-making in an organisation.

(15 marks)

5. Identify and explain **FIVE (5)** barriers to effective communication.

(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. The term power refers to the ability to influence the behavior of others with or without resistance by using a variety of tactics to push or prompt action.

Identify and discuss **FIVE (5)** sources of power in an organization. Provide relevant examples to support your answers.

(25 marks)

END OF EXAM PAPER