

UNIVERSITI SAINS MALAYSIA

Final Examinations
Semester I, Academic Session 1994/95

October/November 1994

AGW511 - MANAGEMENT

Time: [3 hours]

Instructions

Please make sure that this examination paper consists of TWO printed pages before you begin.

Answer **FOUR** questions. Answer **TWO** questions from section A and **TWO** questions from section B.

Section A (Choose and answer TWO questions)

Q1. Human Resource Management (HRM) is more strategically oriented today than it was in the past. How does a new approach to HRM differ from the traditional approach to personnel management?

[30 marks]

Q2. The manager must utilize his or her own knowledge of motivation to channel efforts to transform individual and group needs and actions that will enhance performance. Why is understanding of motivation/performance cycle (MPC) important?

[30 marks]

Q3. Why are so many organisations concentrating on better management of the group as a means of becoming more productive and raising quality?

[30 marks]

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Section B (Choose and answer TWO questions)

Q4. Managers who seek to be leaders must use leadership skills to balance the needs of the organisation and those of the followers. Explain how a situational model of leadership helps managers to be effective leaders.

[20 marks]

Q5. Why do managers need to be aware of the importance of non-verbal communication?

[20 marks]

Q6. Explain the following management control styles:

1. bureaucratic control
2. clan control
3. market control
4. Adhocracy control

[20 marks]

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