

**FINAL EXAMINATION**

~~BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)~~
~~BACHELOR OF BUSINESS ADMINISTRATION (HONOURS)~~
HUMAN RESOURCE MANAGEMENT
~~BACHELOR OF CORPORATE ADMINISTRATIONS (HONOURS)~~
~~BACHELOR IN BUSINESS ADMINISTRATION (DIGITAL~~
MARKETING) (HONOURS)

COURSE	:	LEADERSHIP IN ORGANIZATIONS
COURSE CODE	:	MGT3333
DURATION	:	3 HOURS

INSTRUCTIONS TO CANDIDATES:

1. This question paper consists of **TWO (2)** parts : PART A (1 question)
: PART B (3 questions)
2. Answer ALL questions from PART A and PART B in the Answer Booklet provided.
3. Please check to make sure that this examination pack consists of:
 - i. The Question Paper
 - ii. An Answer Booklet
4. Do not bring any material into the examination hall.
5. Please write your answer using permanent ink.

MYKAD/PASSPORT NO. : _____
ID. NO. : _____
LECTURER : _____
SECTION : _____

DO NOT OPEN THE QUESTION PAPER UNTIL YOU ARE TOLD TO DO SO

This question paper consists of 4 printed pages including the front page

PART A: LONG STRUCTURED

Instruction: Answer ALL questions.

1. a. Define leadership and explain **TWO (2)** key elements of leadership. (10 marks)
 - b. Discuss **THREE (3)** functions of how leaders and managers in ensuring effective contribute to organizational coordination and control. (15 marks)
- (TOTAL: 25 MARKS)

PART B: LONG ESSAY

Instruction: Answer ALL questions.

1. Access **FOUR (4)** ways in which charismatic leaders influence their followers, through influence processes. (25 marks)
2. A logistics company is experiencing repeated delays in dispatching goods due to poor coordination between warehouse staff and delivery teams. As a result, customer complaints have increased, and top management has instructed the department to address the issue and propose a solution within 48 hours.

Mr. Rasman, the Head of Department, urgently meets with his team to discuss the situation.

Dialogue

Mr. Rasman (Head of Department):

"This situation is becoming serious. Management wants an explanation and a solution within the next two days. Before I make any decision, I need to clearly understand what is causing these delays. Please share the issues you are facing."

Azidee (Warehouse Supervisor):

"Sir, the main problem is that warehouse staff and delivery teams are not coordinating their schedules properly, which causes delays in loading goods."

Mr. Rasman:

"That helps me understand the situation better. What other challenges should I be aware of?"

Farah Sha (Logistics Officer):

"Sometimes delivery teams arrive earlier than expected, while the goods are not fully prepared."

Kamila (Operations Coordinator):

"Maybe we can involve both warehouse and delivery staff in planning a fixed coordination schedule."

Ain Syazmeen (Customer Service Executive):

"If staff from both teams are involved in discussing the workflow, they may cooperate better and reduce delays."

Mr. Rasman:

"Those are good suggestions. Let's review the situation together and agree on the best way forward before I finalize the decision and inform management."

Based on the above dialogue:

- a. Apply the principles of participative leadership to recommend specific strategies Mr. Rasman should implement to improve coordination and employee involvement in decision making.

(25 marks)

3. Michel Carrick is the owner of a computer services company, Glory Glory M.U, which provides hardware maintenance, software installation, and IT support services to small businesses. During the COVID-19 pandemic, the company faced serious challenges due to business closures, movement restrictions, and changes in customer demand. As the external environment continued to change rapidly, Michel Carrick realized that his organization could no longer operate in the same way as before and needed to manage change effectively to ensure business continuity.

Based on Michel Carrick's situation at Glory Glory M.U, apply Kurt Lewin's Change Model to manage change in the organization and show how each stage affects employees and business operations.

(25 marks)

(TOTAL: 75 MARKS)

(TOTAL: 100 MARKS)

END OF QUESTIONS PAPER

