

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS MANAGEMENT
PRINCIPLES OF MANAGEMENT – CBU 1108**

**FINAL EXAMINATION – JANUARY 2008
TIME ALLOWED 3 HOURS**

INSTRUCTIONS TO CANDIDATES

- *Answer any **four** questions.*
 - *Questions may be written in any order.*
 - *As much as possible, use relevant examples.*
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Question 1

Describe the contingency approach to managing organizations and its influence on the design of organizational structures. [25]

Question 2

- (a) How would you define bureaucracy? [5]
- (b) What are its main characteristics, strengths and weaknesses? [20]

Question 3

Discuss the strategic planning process giving relevant examples. [25]

Question 4

Write notes on the following terms:

- (a) Span of control [5]
- (b) Departmentation [5]
- (c) Power [5]
- (d) Chain of Command [5]
- (e) Discipline [5]

Question 5

“Conflict is not necessarily good or bad but must be evaluated in terms of its individual and organizational functions and dysfunctions.” Discuss. [25]

Question 6

(a) Why do managers resist change? [10]

(b) How can this resistance be managed? [15]

Question 7

Explain March and Simon’s administrative model to decision making, indicating its usefulness to managers. [25]