

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

PRINCIPLES OF MANAGEMENT – CBU 1108

FINAL EXAMINATION FEBRUARY 2010

TIME ALLOWED: 3 HOURS

INSTRUCTIONS TO CANDIDATES

Answer any **four** questions.

INFORMATION TO CANDIDATES

- (i) Questions may be answered in any order.
 - (ii) All questions carry **25** marks each.
 - (iii) Credit will be given to the use of appropriate examples.
 - (iv) This paper contains **Seven** questions.
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QUESTION 1

Mary Parker Follett defined management as, “The act of getting things done through other people”. Discuss this statement. **[25 Marks]**

QUESTION 2

Discuss any **two** motivation theories you have studied and indicate their relevance to managers. **[25 Marks]**

QUESTION 3

Explain at least ten of Henri Fayol’s fourteen (14) principles of management and show how they are still relevant for modern management. **[25 Marks]**

QUESTION 4

Write short notes on:

(a) Coordination [5 Marks]

(b) Delegation [5 Marks]

(c) Power [5 Marks]

(d) Span of Control [5 Marks]

(e) Delphi Technique [5 Marks]

TOTAL [25 Marks]

QUESTION 5

(a) Why do people resist change in organizations? [12 Marks]

(b) Discuss the techniques management can use to minimize this resistance. [13 Marks]

QUESTION 6

Discuss any **two** theories of leadership indicating their usefulness to managers. [25 Marks]

QUESTION 7

Because of the unexpected resignation due to illness of the previous manager, Mr. Joggie has taken charge of a department of his father's business. The department employs 50 people and is divided into 6 sections headed by junior managers. Although the department is efficient and running well there are half a dozen employees whose time keeping is irregular and who periodically leave early or take time off. What steps should Joggie take to eliminate this problem?

[25 Marks]

END OF EXAMINATION