

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY



FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

PRINCIPLES OF MANAGEMENT – CBU 1108

Supplementary Examination Paper

August 2015

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Ms C Masukume

INSTRUCTIONS TO CANDIDATES

1. Answer any **four** (4) questions

INFORMATION TO CANDIDATES

1. All questions carry 25 marks each.
2. Questions may be answered in any order.
3. Credit will be given for the use of appropriate examples.
4. This paper contains seven questions.

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5.	25
6.	25
7.	25

Question 1

- a) Discuss the main features of bureaucracy. [10 marks]
- b) Indicate the merits and demerits of bureaucracy. [15 marks]

Question 2

Compare and contrast the main features of the work of the ‘scientific’ and ‘human relations’ schools of management. [25 marks]

Question 3

- a) How can a knowledge of motivation help managers? [10 marks]
- b) With the aid of a diagram, illustrate the job context and job content factors. [15 marks]

Question 4

- (a) Discuss the concepts of Kurt Lewin’s force-field theory. [10 marks]
- (b) Discuss the methods used to deal with resistance to change. [15 marks]

Question 5

Describe the logical relationships between division of work, departmentalization, hierarchy and coordination. [25 marks]

Question 6

- (a) Describe the steps in the control process. [10 marks]
- (b) Explain five reasons why budgets are used so widely. [15 marks]

Question 7

‘Leaders are born not made’. Discuss this statement. [25 marks]

END OF EXAMINATION