

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS MANAGEMENT
DIPLOMA IN MANAGEMENT
GENERAL MANAGEMENT PRINCIPLES - MDP 1004**

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

INSTRUCTIONS TO CANDIDATES

- *Answer any **four** questions.*
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QUESTION 1

Discuss the key processes that one would need to carry out in establishing a business organisation. **[25 marks]**

QUESTION 2

One of the challenges of management is how to deal with the changing nature of the workplace.

- (a) Discuss these changes that are complicating the work of managers **[15 marks]**
- (b) What strategies can managers put in place to deal with these changes?**[10 marks]**

QUESTION 3

Discuss the planning process, indicating the key activities of each stage. **[25 marks]**

QUESTION 4

- (a) How can a manager make delegation effective? **[15 marks]**
- (b) What are the benefits to be derived from delegation? **[10 marks]**

QUESTION 5

- (a) Distinguish between programmed decisions and non-programmed decisions
[5 marks]
- (b) What approaches can a manager use to become a decisive manager?
[15 marks]
- (c) List five types of organizational structures that can be adopted by an organisation.
[5 marks]

QUESTION 6

- (a) What are the triggers of organizational change?
[10 marks]
- (b) What five methods can be used to try and overcome resistance to change?
[15 marks]

QUESTION 7

- (a) What are the five main tasks of strategic management
[10 marks]
- (b) What are the characteristics of strategic decisions that make them different from other organizational decisions.
[15 marks]