

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS MANAGEMENT
MANAGEMENT DEVELOPMENT PROGRAMME
FEBRUARY 2010 EXAMINATIONS
GENERAL PRINCIPLES OF MANAGEMENT - MDP 1004
TIME ALLOWED: 3 HOURS

INSTRUCTIONS TO CANDIDATES

Answer any **four** questions.

INFORMATION TO CANDIDATES

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

QUESTION 1

Discuss the benefits of business to society and the problems business enterprises create for society. **[25 Marks]**

QUESTION 2

“Management is about deciding what to do and getting other people to do it”.
(Rosemary Stewart). Discuss. **[25 Marks]**

QUESTION 3

Discuss the relationship between planning and controlling in managing organizations. **[25 Marks]**

QUESTION 4

Write brief notes on the following:

- a) Span of control **[5 Marks]**
- b) Staff and line positions **[5 Marks]**
- c) Departmentalization **[5 Marks]**
- d) Centralization versus decentralization **[5 Marks]**
- e) Accountability and responsibility **[5 Marks]**

QUESTION 5

- a) Discuss any two theories of motivation that you have studied. **[18 Marks]**
- b) How do these theories help a manager to be effective? **[7 Marks]**

QUESTION 6

Discuss the factors that normally trigger change in organizations. Why would an organization opt for an external change agent as opposed to an internal change agent? **[25 Marks]**

QUESTION 7

- a) Discuss the critical stages of the strategic management process. [20 Marks]
b) What are the benefits of strategic management to an organization?
[5 Marks]

END OF EXAMINATION