

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE**

DEPARTMENT OF BUSINESS MANAGEMENT

GENERAL MANAGEMENT PRINCIPLES - MDP 1004

SUPPLEMENTARY EXAMINATION – AUGUST 2010

TIME ALLOWED: 3 HOURS

INSTRUCTIONS TO CANDIDATES

Answer any **four** questions.

INFORMATION TO CANDIDATES

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

QUESTION 1

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

QUESTION 2

- a) What is the role of planning in the management process? **[15 Marks]**
- b) Why is an environmental analysis necessary before setting up a business organisation? **[10 Marks]**

QUESTION 3

Explain the **five** steps taken in the control process and discuss the role of controls in management. **[25 Marks]**

QUESTION 4

Write notes on the following:

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

QUESTION 5

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

QUESTION 6

Why would an organisation opt for an external change agent as opposed to an internal change agent? Why do people in organisations resist change and how can this resistance be managed? [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 organisation? [5 Marks]

END OF EXAMINATION