

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**FACULTY OF COMMERCE**

**DEPARTMENT OF BUSINESS MANAGEMENT**

**PERSONAL EFFECTIVENESS AND ETHICS – MDP 2003**

**FINAL EXAMINATION - AUGUST 2009**

**TIME ALLOWED: 3 HOURS**

**INSTRUCTIONS TO CANDIDATES**

- (i) Answer any **Four (4)** Questions.
- (ii) All questions carry **25** marks each
- (iii) Questions may be answered in any order
- (iv) As much as possible, use relevant examples

**QUESTION 1**

How would you go about cultivating a better professional image of yourself?  
**[25 Marks]**

**QUESTION 2**

- a) What are the causes of stress at work? **[12 Marks]**
- b) As a manager, what should you do to reduce stress within yourself and your subordinates? **[13 Marks]**

**QUESTION 3**

What remedies would prescribe for someone who suffers from procrastination?  
**[25 Marks]**

**QUESTION 4**

- a) To be an effective manager, one needs to be more assertive. Discuss. **[13 Marks]**
- b) What reasons would you give for some people's failure to delegate? **[12 Marks]**

### **QUESTION 5**

The recent Zimbabwean corporate scene is littered with cases of unethical business behaviour. Using examples, discuss this statement. **[25 Marks]**

### **QUESTION 6**

What should you do to make sure that orders you give to your staff are clearly understood and carried out. **[25 Marks]**

### **QUESTION 7**

- a) What strategies would you use to handle a difficult employee? **[13 Marks]**
- b) Discuss the basic principles of dealing with complaints. **[12 Marks]**

**END OF EXAMINATION**