

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

BACHELOR OF COMMERCE (HONOURS) DEGREE

PRINCIPLES OF MANAGEMENT- CBU 1108

FINAL EXAMINATION – JANUARY 2013

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

Discuss any **two** quantitative school models in the evolution of management theory, indicating their usefulness to managers. **(25 marks)**

Question 2

Demonstrate your understanding of the following management terms:-

- (a) Performance appraisal **(5 marks)**
- (b) Budget **(5 marks)**
- (c) Coercive power **(5 marks)**
- (d) Span of control **(5 marks)**
- (e) Centralisation. **(5 marks)**

Question 3

Discuss the planning process and its importance in business organizations.

(25 marks)

Question 4

Explain March and Simon's administrative model to decision making indicating its usefulness to managers.

(25 marks)

Question 5

(a) What is organisational conflict?

(5 marks)

(b) Using Pondy's model of organisational conflict, discuss the stages which individuals go through when in conflict.

(20 marks)

Question 6

Why do managers resist change and what methods can be used to deal with such resistance?

(25 marks)

Question 7

Describe the steps in the control process and comment on the importance of having control measures put in place in an organization.

(25 marks)

END OF EXAMINATION