

NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS MANAGEMENT

PRINCIPLES OF MANAGEMENT – CBU 1108

FINAL EXAMINATION – DECEMBER 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) As much as possible, use relevant examples.
- (iv) This paper contains **Seven** questions.

QUESTION 1

Discuss the systems approach in the evolution of management theory and identify significant lessons that come out of the application of systems thinking to management.

[25 Marks]

QUESTION 2

(a) Differentiate between programmed and non programmed decisions. **[13 Marks]**

(b) Explain the classical model of decision making. **[12 Marks]**

QUESTION 3

(a) Discuss **two** basic kinds of conflict found in every organization. **[10 Marks]**

(b) What conflict resolution approaches can be used to deal with such conflict?
[15 Marks]

QUESTION 4

Explain any **three** approaches (theories) employed in the study of leadership.

[25 Marks]

QUESTION 5

(a) Discuss any **three** types of budgets an organization can use.

[15 Marks]

(b) Why is budgeting important in an organization?

[10 Marks]

QUESTION 6

(a) What is motivation?

[5 Marks]

(b) Discuss any **two** of the following theories with emphasis on their implications for an organisation's management process:

(i) Maslow's hierarchy of needs theory;

[10Marks]

(ii) Herzberg's two factor theory;

[10Marks]

(iii) McClelland's need for achievement theory.

[10Marks]

QUESTION 7

Discuss the major elements of an organisation's human resources management process.

[25 Marks]

END OF EXAMINATION