

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY  
DEPARTMENT OF CIVIL AND WATER ENGINEERING  
FACULTY OF INDUSTRIAL TECHNOLOGY  
BACHELOR OF ENGINEERING (HONOURS) DEGREE  
PART 111 FIRST SEMESTER EXAM- FEBRUARY 2010  
CIVIL ENGINEERING BUSINESS STUDIES 1- TCW 3106**

**INSTRUCTIONS**

(This paper contains **six questions**.)

1. Answer **Question 1** and ANY **OTHER** four questions. Each question carries **20 marks**.

Time : 3 hours  
Total Marks: 100

**QUESTION 1**

Mission statements are directional beacons and road maps for all organisations in the quest to justify their existence.

- a. State and amplify the National University of Science and Technology (NUST) mission statement. **[8 marks]**
- b. Explain the internal environment factors that NUST might consider in its strategic formulation process. **[12 marks]**

**QUESTION 2**

Scientific Management approach is often associated with manufacturing and other forms of unskilled forms of work..

Discuss why these status quo exist. **[20 marks.]**

**QUESTION 3**

Give a detailed account of potential benefits to an organisation that manages workforce diversity. **[20 marks]**

**QUESTION 4**

Some organisations have subordinates rate performance of their supervisors.

Discuss merits and demerits that may occur.

[20 marks]

**QUESTION 5**

When the process of evaluating employees is viewed as purely perfunctory, supervisors show little or no interest in completion the forms and conducting the interview. In some cases the appraisal interview is not done. .

Explain why these problems exist and how they can be solved. [20 marks]

**QUESTION 6**

Fully explain Industrial Relations Procedure.

[20 marks]

END OF PAPER