



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF INDUSTRIAL TECHNOLOGY

DEPARTMENT OF CIVIL AND WATER ENGINEERING

CIVIL ENGINEERING BUSINESS STUDIES 1

TCW 3106

Main Examinations paper

December 2015

This examination paper consists of 3 pages

Time Allowed: 3 hours

Total Marks: 100

Special Requirements: NONE

Examiner's Name: MR P. GONDE

INSTRUCTIONS

1. Answer **ANY FOUR** questions. Each question carries **25 MARKS**. This paper contains six [6] questions.
2. The first fifteen minutes should be spent reading the question paper and making notes.
3. **Do not** open your answer sheet until told to do so.
4. Marks will be awarded for skill in appreciating the scope of questions, clarity of argument and conciseness of presentation as well as for the knowledge displayed by the candidate.

MARK ALLOCATION

QUESTION	MARKS
1.	25
2.	25
3.	25
4.	25
5	25
6	25
TOTAL	100

QUESTION 1

Explain 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 2

Use a civil and engineering company to illustrate the steps that an HR manager would expect the staff to pursue during an Individual Professional Development Process (IPDP).

[25 Marks]

QUESTION 3

Using examples, discuss the planning process and its importance in a civil engineering company.

[25 Marks]

QUESTION 4

Describe the steps in the control process and comment on the importance of having control measures put in place in a civil engineering company.

[25 Marks]

QUESTION 5

Discuss why managers resist change and what methods may be used to deal with such resistance.
[25 Marks]

QUESTION 6

Compare and contrast the Total Quality Management (TQM) and Contingency Approach management theories.
[25 Marks]

END OF EXAMINATION QUESTION PAPER