

FACULTY OF INDUSTRIAL TECHNOLOGY
DEPARTMENT OF ELECTONIC ENGINEERING
BACHELOR OF ENGINEERING (HONS) DEGREE

Final Examination January 2013

TEE 5101 ENGINEERING MANAGEMENT

Duration of Examination - 3 Hours

INSTRUCTIONS TO CANDIDATES

1. Answer any FIVE questions only.
2. Each question carries 20 marks.
3. This paper contains six (6) pages.
4. There are two (2) printed pages.

REQUIREMENTS

1. Answer book.
-

Question 1

- i) List five potential conflict situations common at a place of work. [5]
- ii) Explain the role that 'Management by Information Starvation' plays in conflict situations. [5]
- iii) Briefly describe, giving practical examples any two strategies that can be employed in conflict management. [10]

Question 2

Briefly explain what you understand by industrial relations [5]

- a) How can a sole trader benefit from this? [5]
- b) List the key features of a successful industrial relations program [5]
- c) How can good IR contribute to a sound national economy? [5]

Question 3

- a) Explain the circumstances that would lead to engaging an arbitrator during an industrial dispute at a place of work. [5]
- b) Describe two critical terms of engaging an arbitrator. [10]
- c) Why is an arbitrator's decision uncontestable? Explain [5]

Question 4

Most of the immediate 'post independent Zimbabwe' cooperatives have not survived a number of management and operational challenges. Identify any four such challenges and,

- i) Explain why you think they are challenges [10]
- ii) Suggest practical ways of addressing them [10]

Question 5

Government, Labour as trade unions and employers regularly meet as the Tripartite Negotiating Forum.

- a) Briefly explain how this benefits the three members [5]
- b) What challenges do these people meet in their management of their constituents? [5]
- c) Outline four benefits that Government brings into this grouping [10]

Question 6

“Everyone who produces work through and by the efforts of others is a ‘Manager’. To achieve this, the management activities are divided into five main functions. Identify and briefly describe three of them that involve the following:

- a) Making predictions in such areas the economy and the actions of competitors that are likely to threaten a company’s’ market share. This also includes an analysis of organizational resources and deciding how to allocate them to achieve goals most effectively [8]
- b) Establishing and drawing up an organizational structure and chart [4]
- c) Delegating tasks, managing differences, managing change stimulating creativity and innovation [8]

End of exam