

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF ARCHITECTURE AND QUANTITY SURVEYING
BACHELOR OF QUANTITY SURVEYING (HONOURS) DEGREE
PART I FIRST SEMESTER EXAMINATIONS – DECEMBER 2005**

PRINCIPLES OF MANAGEMENT – AQS 1108

TIME: 3 Hours

TOTAL MARKS: 100

INSTRUCTIONS:

Answer any **four** questions.

QUESTION 1

Compare and contrast the scientific management theory and the classical organizational theory.

(25 marks)

QUESTION 2

Quality has become a factor that organizations in Zimbabwe can no longer ignore, discuss the five main ideas to Total Quality Management (TQM) giving examples.

(25 marks)

QUESTION 3

a) Describe what you understand by a system of management by objectives (MBO).

(15 marks)

b) What are the advantages and disadvantages of such a system?

(10 marks)

QUESTION 4

Briefly describe the following:

a) Sources of power

(5 marks)

b) Three basic approaches to achieving effective coordination

(5 marks)

c) Theory X and Theory Y

(5 marks)

d) Delegation

(5 marks)

e) ERG Theory

(5 marks)

QUESTION 5

a) Describe organizational conflict, its source and some methods of resolving conflict.

(25 marks)

QUESTION 6

Management can be defined as an organizational process and sometimes managers can be classified as either functional or general managers. However, some authors like Mintzberg prefer to describe managers through the roles the managers play within organizations. State and explain the specific and general roles that managers play and how these are useful in organizations.

(25 marks)

QUESTION 7

a) Describe the major elements in the Human Resources Management process (15 marks)

b) “Human Resource Management has gradually increased in strategic importance in organizations”. Discuss.

(10 marks)

END OF EXAMINATION

