

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**FACULTY OF THE BUILT ENVIRONMENT**  
**BACHELOR OF QUANTITY SURVEYING (HONOURS) DEGREE**  
**PART I SUPPLEMENTARY EXAMINATION - 2012**  
**PRINCIPLES OF MANAGEMENT - AQS 1108**

Time: 3 hours

Total marks: 100

***Instructions***

Answer **four** questions. All questions carry equal marks.

---

**QUESTION 1**

Using relevant practical examples where appropriate, compare and contrast the main characteristics of the Classical School of Management and the Human Relations School of Management. (25 marks)

**QUESTION 2**

With reference to communication process model explain why communication in organisations is more than just “the provision of information”. (25 marks)

**QUESTION 3**

Using management theories, discuss the view that there is no one ideal method to motivate staff because everyone is different. (25 marks)

**QUESTION 4**

Construction clients sometimes ask for contractors to submit their organisational charts at tender stage. Draw an organisational chart for a contractor and explain its importance to the clients. (25 marks)

**QUESTION 5**

With reference to organisational structures:

- a) Identify and discuss the main stages involved in the process of delegation. (20 marks)
- b) Identify and explain major reasons for lack of delegation by managers within organisations. (5 marks)