

**NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY
FACULTY OF COMMERCE
DEPARTMENT OF BUSINESS MANAGEMENT
PRINCIPLES OF MANAGEMENT – CBU 1108
SUPPLEMENTARY EXAMINATION – SEPTEMBER 2007**

TIME ALLOWED 3 HOURS

INSTRUCTIONS TO CANDIDATES

- *Answer any four questions.*
- *All questions carry 25 marks each.*
- *As much as possible, use relevant examples.*

QUESTION 1

Discuss the four perspectives or approaches to conflict in management and suggest ways/methods of handling conflict. **[25 marks]**

QUESTION 2

Identify and explain the roles played by managers as expounded by Henry Mintzberg. **[25marks]**

QUESTION 3

Outline the stages of group formation, and critically show the key characteristics that characterize each stage. **[25marks]**

QUESTION 4

Why do managers resist change and what methods can be used to deal with such resistance **[25 marks]**

QUESTION 5

Write brief notes on the following:

- | | | |
|-----|---------------------|-----------|
| (a) | Programmed decision | [5 marks] |
| (b) | Planning | [5 marks] |
| (c) | Vision | [5 marks] |
| (d) | Control | [5 marks] |
| (e) | Communication | [5 marks] |

QUESTION 6

Hersey and Blanchard believed that the relationship between a manager and subordinate moved through four phases. Discuss their model, using a practical organizational situation. [25 marks]

QUESTION 7

“Pay him several millions of dollars, and he will be the happiest worker” Discuss this statement in relationship with the concept of motivation. [25 marks]