



NATIONAL UNIVERSITY OF SCIENCE AND TECHNOLOGY

FACULTY OF COMMUNICATION AND INFORMATION SCIENCE

DEPARTMENT OF RECORDS AND ARCHIVES MANAGEMENT

PRINCIPLES OF MANAGEMENT FOR INFORMATION PROFESSIONALS

IIM 2104

Main Examination Paper

December 2024

This examination paper consists of 2 pages

Time Allowed: 3 hours

Total Marks: 100

Examiner's Name: Dr O. Wutete

INSTRUCTIONS

1. Answer any **four (4)** questions
2. Each question carries **25 marks**.

MARK ALLOCATION

| QUESTION | MARKS |
|-----------------|--------------|
| 1. | 25 |
| 2. | 25 |
| 3. | 25 |
| 4. | 25 |
| 5. | 25 |
| 6. | 25 |

1. (a) Define the term human resources management (HRM). **[5 marks]**
(b) Discuss the roles played by HRM in an organisation of your choice. **[20 marks]**
[Total 25 marks]
2. Under strategic plan management and using an organisation of your choice, explain the relationship between vision, mission and goals of the chosen organisation. **[25 marks]**
3. According to the Trait Theory, leaders are born and not made. Discuss. **[25 marks]**
4. (a) Define the term motivation. **[5 marks]**
(b) Discuss Maslow's Hierarchy of Needs Theory to employees. **[20 marks]**
[Total 25 marks]
5. Explain the five (5) distinct roles of management functions under the following:
(a) Planning **[5 marks]**
(b) Organising **[5 marks]**
(c) Leading **[5 marks]**
(d) Commanding **[5 marks]**
(e) Controlling **[5 marks]**
[Total 25 marks]
6. Describe the unfair labour practices associated with the following:
(a) Promotion **[5 marks]**
(b) Demotion **[5 marks]**
(c) Probation **[5 marks]**
(d) Training **[5 marks]**
(e) The provision of benefits **[5 marks]**
[Total 25 Marks]

END OF PAPER

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