



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : CBM102
COURSE TITLE : Principles of Management
DURATION : 3 Hours
LEVEL : 1.2
DATE : 26 OCT 2021

INSTRUCTIONS TO CANDIDATES:

1. No cell phones are allowed in the examination venue.
2. Answer any **FOUR (4)** questions.
3. Begin each question on a new page.
4. The number of marks for each question or part question is shown in brackets []

4 AM

Question 1

Examine Abraham Maslow's hierarchy of needs and its major contributions to management theory. **[25 marks]**

Question 2

Explain the five sources from which leaders derive their power and how they use this power. **[25 marks]**

Question 3

You are a CEO of a steel manufacturing plant. Discuss the main components of macro environment that you would examine to come up with proper strategic plans. **[25 marks]**

Question 4

Explain the following terms:

- i) Hawthorne Effect (5 marks)
- ii) Zone of indifference (5 marks)
- iii) Chain of Command (5 marks)
- iv) Authority (5 marks)
- v) Delegation (5 marks)

Question 5

Leadership is cited as one of the key variables affecting organisational performance,

- a) Briefly explain the concept of leadership **[5 marks]**
- b) With reference to leadership theories, Discuss the factors which are said to influence leadership success **[20 marks]**

End of Paper