



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF LAW, BUSINESS INTELLIGENCE AND ECONOMICS.

DEPARTMENT OF BUSINESS ADMINISTRATION AND MANAGEMENT

EXAMINATION PAPER

COURSE CODE : **CBM 212**
COURSE TITLE : **MANAGEMENT THEORY AND PRACTICE**
DURATION : **3 HOURS**
LEVEL : **2.1**
DATE : **12 FEB 2024**
SPECIAL REQUIREMENTS : **NONE**

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 []
5. Credit will be given for logical, systematic, and neat presentations.

Question 1.

It is crucial for leaders to inspire confidence in organisational members and motivate them to achieve organisational goals. Discuss how Herzberg's hygienic theory be applied to mould behaviour of organisational members. **(25 marks).**

Question 2.

Critically discuss the best practices laid down for managers by the administrative theory of Henry Fayol. **(25 Marks)**

Question 3.

Discuss how managers can apply the 5S model in trying to eliminate waste and improve efficiency in organisations **(25 Marks)**

Question 4

Discuss the contribution of Max Weber in the field of management **(25 Marks)**

Question 5.

An organisation is made up of people from different backgrounds and who believe in different values. Evaluate how can a manager use McGregor's 2 theories to deal with organisational members to promote productivity and efficiency **(25 Marks).**