



**DEPARTMENT OF BUSINESS STUDIES**

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COURSE: PRINCIPLES OF MANAGEMENT

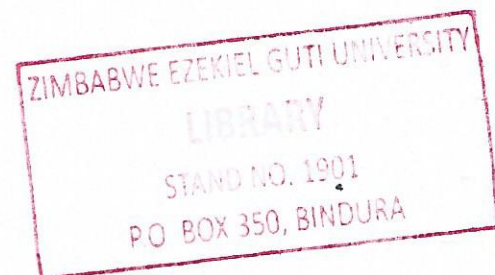
COURSE CODE: CBM102

**DATE 21 JUNE 2017**

DURATION: 3 HOURS

**INSTRUCTIONS TO CANDIDATES**

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



### Question 1

Using suitable examples, discuss the impact of any four (4) indirectly interactive environment to the business. **[Total 25 marks]**

### Question 2

- a. Using any two behavioural theories, discuss how productivity can be improved at a work place **[10 marks]**
- b. Giving relevant examples, explain the three types of authority. **[15 marks]**

**[Total 25 marks]**

### Question 3

- a. Outline the four elements of an effective reward system. **[12 marks]**
- b. With aid of examples, explain the five (5) types of power available to leadership. **[13 marks]**

**[Total 25 marks]**

### Question 4

- a. Describe the challenges of Organizational Change. **[10 marks]**
- b. Advise management of ZEGU on the best organisational design to use and explain why? **[15 marks]**

**[Total 25 marks]**

### Question 5

Discuss the importance of Total Quality Management to a named organization of your choice? **[Total 25 marks]**