



**DEPARTMENT OF BUSINESS STUDIES**

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**COURSE: PRINCIPLES OF MANAGEMENT**

**COURSE CODE: CBM102**

**DURATION: 3 HOURS**

**13 JUNE 2018**

**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 [ ]

### Question 1

Using suitable examples discuss the roles of a manager as outlined by Henry Mintzberg .

[Total 25 marks]

### Question 2

Comment on the Quantitative School of Management and its relevance to today's world of management.

[Total 25 marks]

### Question 3

- a. Briefly outline any 5 elements of the directly interactive of the business environment how they affect a business. [10 mark]
- b. Despite the apparent advantages of specialization, why are many organizations moving away from this principle. [15 marks]

### Question 4

The management of ZEGU wishes to implement a new way of doing things at the campus. However they are expecting resistance to change from the users of the new system. Advise the management of ZEGU how to deal with resistance to change. [25 marks]

### Question 5

Using suitable examples critic the Grainer's model of organisational change.

[Total 25 marks]