



ZIMBABWE EZEKIEL GUTI UNIVERSITY

FACULTY OF BUSINESS, ECONOMICS AND ACCOUNTING

DEPARTMENT OF ECONOMICS AND BUSINESS SCIENCES

EXAMINATION PAPER

COURSE CODE : CBM102
COURSE TITLE : PRINCIPLES OF MANAGEMENT
DURATION : 3 Hours
DATE : 30 May 2019

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

With the aid of suitable examples comment on the axiom that 'a manager wears many hats' as said by Henry Mintzberg. **[Total 25 marks]**

Question 2

a. Write brief notes on the following words;

- | | |
|-------------------------|------------------|
| I. Organising | [3 marks] |
| II. Work specialization | [3 marks] |
| III. Scalar principle | [3 marks] |
| IV. Authority | [3 marks] |
| V. Span of control | [3 marks] |
- b. Using any 2 theories of motivation you have learnt, advise a new manager how to motivate employees. **[10marks]**

Question 3

- a. Briefly outline any 5 advantages of planning to your organisation of your choice **[10marks]**
- b. From management's standpoint, why is sexual harassment a growing concern? **[15 marks]**

Question 4

Comment on the relevance of the Greiner model to the concept of change management **[Total 25 marks]**

Question 5

Discuss any 5 actions an organization must take in order to achieve Total Quality Management as outlined by Deming's management system. **[Total 25 marks]**