

ZIMBABWE EZEKIEL GUTI UNIVERSITY



DEPARTMENT OF BUSINESS STUDIES

COURSE: PRINCIPLES OF MANAGEMENT

COURSE CODE: CBM102

DURATION: 3 HOURS

22 January 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

Using suitable examples choose any one contemporary approach to management and discuss its relevance in managing businesses in Zimbabwe today. **[Total 25 marks]**

Question 2

a. Using examples, briefly outline the roles performed by managers as outlined by Henry Mintzberg. **[15 marks]**

b. Briefly outline any 5 major barriers to planning. **[10 marks]**

[Total 25 marks]

Question 3

a. Using examples, define the following terms as they are used in the study of management:

i) Unity of command **[3 marks]**

ii) Chain of command **[3 marks]**

iii) Vision statement **[3 marks]**

iv) Zero budgeting **[3 marks]**

v) Corporate culture **[3 marks]**

b. Using suitable examples give any 5 reasons why employees resist change **[10 marks]**
[Total 25 mark]

Question 4

Using any 4 motivational theories advise ZEGU management how they can motivate its employees. **[25 marks]**

Question 5

How relevant is Grainer's model of organisational change to today's world. **[Total 25marks]**