UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION PAPER; IDE STUDENTS

JULY, 2014

TITLE OF PAPER : MANAGEMENT FUNCTIONS & CONTEMPORARY ISSUES

COURSE CODE : BA 213

TIME ALLOCATED : THREE [3] HOURS

TOTAL MARKS : 100 MARKS

INSTRUCTIONS

1. TOTAL NUMBER OF QUESTIONS IN THIS PAPER IS 5
2. THE PAPER CONSISTS OF SECTION A AND SECTION B
3. ANSWER THE QUESTION IN SECTION A WHICH IS COMPULSORY AND ANY THREE [3] QUESTIONS IN SECTION B.
4. THE MARKS ALLOCATED FOR A QUESTION/PART OF A QUESTION ARE INDICATED AT THE END OF EACH QUESTION/PART OF QUESTION.
5. NOTE: MAXIMUM MARKS WILL BE AWARDED FOR QUALITY, LAYOUT, ACCURACY, AND GOOD PRESENTATION OF WORK.

THIS PAPER MUST NOT BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR.

SECTION A : COMPULSORY

QUESTION 1.

Illustrate and explain the steps of the Strategic Management process, using local business examples.   **[Total 25 Marks]**

SECTION B.   ANSWER [3] QUESTIONS OF YOUR CHOICE FROM THIS SECTION.

QUESTION 1.

2.1 What is controlling and why is it necessary?   (10 marks)

2.2. Explain the qualities of a good control system   (15 marks)

[Total 25 Marks]

QUESTION 2

Explain the use of the following management tools;

    2.1. SMART-B model   (10 marks)
    2.2. Porter's Five forces model   (15 marks).
[Total 25 Marks]

QUESTION 4.

Kjell and Ringbakk carried out research on why there was high failure rate in planning. What reasons did they discover as causes of high rate of failure in planning?   **[Total 25 Marks]**

QUESTION 5.

Write notes about the following organising concepts and highlight benefits they will bring to the organisation.

    2.3.Decentralisation   (9 marks)
    2.4.Product functionalism   (8 marks)
    2.5.Sequential interdependence   (8 marks)
[Total 25 Marks]