

UNIVERSITY OF SWAZILAND

FACULTY OF COMMERCE

DEPARTMENT OF BUSINESS ADMINISTRATION

SUPPLEMENTARY EXAMINATION PAPER; F/T & IDE STUDENTS

JULY, 2015

TITLE OF PAPER : PRINCIPLE OF MANAGEMENT

COURSE CODE : BA 114

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.

QUESTION 1.

Illustrate how the planning model works and explain why planning sometimes fail.

[Total 25 Marks]

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

QUESTION 2.

- (a) Explain the qualities of a good control system (15 marks)
- (b) Explain the 5W2H model (10 marks)

[Total 25 Marks]

QUESTION 3

Explain the use of the following management tools;

- (a) Porter's five forces model (15 marks)
- (b) Ishikawa diagram (10 marks).

[Total 25 Marks]

QUESTION 4

- (a) Clearly articulate the concept of decentralization. (10 marks)
- (b) Why do managers resist delegating authority to subordinates? (15 marks)

[Total 25 Marks]

QUESTION 5

- a. Briefly describe five management theories that you have read about (10 marks)
- b. Explain the attributes of management excellence proposed by Tom Peters and Robert Waterman and comment on their relevance in today's business. (10 marks)

[Total 25 Marks]

END OF QUESTION PAPER: GOOD LUCK!!!