

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
DIPLOMA IN ADULT EDUCATION YEAR 2/3
MAIN EXAMINATION PAPER – MAY, 2018

TITLE OF PAPER : INTRODUCTION TO MANAGEMENT

COURSE CODE : AED 220

TIME ALLOWED : THREE (3) HOURS

- INSTRUCTIONS :
1. ANSWER ALL QUESTIONS IN SECTION 'A'

 2. ANSWER TWO QUESTIONS IN SECTION 'B'

THIS PAPER IS NOT TO BE OPENED UNTIL PERMISSION HAS BEEN GRANTED BY THE INVIGILATOR

SECTION A – ANSWER ALL QUESTIONS

Question 1

Organizations have different managers who are classified under different levels and play different roles.

- a) Define a manager. (5)
- b) Explain what an organization is. (5)
- c) Identify and explain the three (3) essential skills for a successful management process as indicated by Robert Katz (1973). (15)

[25 marks]

Question 2

- a) What is control as a management function? (5)
- b) Identify and explain the four (4) things managers do when controlling in organizations. (20)

[25 marks]

SECTION B – ANSWER ANY TWO QUESTIONS

Question 3

Using appropriate examples to illustrate your answer identify and discuss at least five (5) modern management principles by Henri Fayol and indicate how these are important for managers in the management of an organization's activities.

[25 marks]

Question 4

The classical theory of management has three (3) approaches one of which is the bureaucratic approach by Max Weber.

- a) Give an overview of the bureaucratic approach to management (5)
- b) Using appropriate examples, identify and explain at least five (5) characteristics of the bureaucratic approach and indicate their importance in managing organizations. (20)

[25 marks]

Question 5

Leadership is an important factor in management of organizations. Identify and discuss at least five (5) features that show the importance of a leader in an organization.

[25 marks]