

UNIVERSITY OF SWAZILAND
DEPARTMENT OF ADULT EDUCATION
DIPLOMA IN ADULT EDUCATION YEAR 2/3
RE-SIT EXAMINATION PAPER – JULY, 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'**

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SECTION A – ANSWER ALL QUESTIONS

Question 1

According to the Father of Modern Management Theory, Peter Drucker, management is a dynamic life-giving element in an organization. Identify and discuss at least five (5) points that best describe the importance of management in organizations.

[25 marks]

Question 2

- a) What is planning in organizations? (5)
- b) Outline the major steps of a strategic planning process. In each step indicate what is involved and why it is important. (20)

[25 marks]

SECTION B – ANSWER ANY TWO QUESTIONS

Question 3

- a) Using appropriate examples to illustrate your answer, identify and explain the two categories of decisions. (10)
- b) Managers are faced with various conditions when making decisions. Describe the following conditions and the types of decisions made:
 - i) Decision-making under certainty (5)
 - ii) Decision making under uncertainty (5)
 - iii) Decision making under risk (5)

[25 marks]

Question 4

Write explanatory notes on the following;

- a) Managerial conceptual skill (5)
- b) Systems approach to management (5)
- c) Human relations approach to management (5)
- d) Programmed decisions (5)
- e) Autocratic leadership style (5)

[25 marks]

Question 5

- a) What is staffing in management? (5)
- b) Identify and explain five (5) tasks managers carry out when they perform the staffing function, as indicated by Koontz & O'Donnell (1972). (20)

[25 marks]