

UNIVERSITY OF ESWATINI
FACULTY OF EDUCATION
DEPARTMENT OF ADULT EDUCATION
DIPLOMA IN ADULT EDUCATION YEAR 2
RE-SIT EXAMINATION PAPER – JULY, 2019

TITLE OF PAPER : INTRODUCTION TO MANAGEMENT

COURSE CODE : AED 210

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

- a. Kreitner (1995) indicates that 'balancing effectiveness and efficiency is central to the process of management'. Explain what is meant by this statement. (8 marks)
 - b. Formal organizations are expected to have three (3) key elements. Name and explain these elements. (9 marks)
 - c. Why is it important for managers to understand the theories of motivation? (5 marks)
 - d. Using relevant examples, describe the two (2) categories of decisions you have learnt in your course. (10 marks)
 - e. What is decision making in organizations? (5 marks)
 - f. Planning in organizations is said to be formal and informal. Explain what is meant by formal and informal planning. (8 marks)
 - g. How do managers scan the environment when developing a strategic plan? (5 marks)
- [50 marks]

SECTION B - ANSWER ANY TWO QUESTIONS

QUESTION 2

- a) What is an organizational structure? (5)
- b) Identify and explain at least four (4) points that best describe the role of an organizational structure in an organization. (20)

[25 marks]

QUESTION 3

- a) What is directing as a management function? (10)
- b) Identify and explain three (3) tasks/activities that managers perform when directing in an organization. (15)

[25 marks]

QUESTION 4

- a) Explain why defining and understanding the problem is the first and most important step in the decision-making process. (10)
- b) Managers make decisions under different conditions. Explain how managers make decisions under the following conditions:
 - i) Certainty (5)
 - ii) Risk (5)
 - iii) Uncertainty (5)

[25 marks]