



kasneb

ATD LEVEL II

DCM LEVEL II

**PRINCIPLES OF MANAGEMENT**

**MONDAY: 27 November 2017.**

**Time Allowed: 3 hours.**

**Answer any FIVE questions.**

**ALL questions carry equal marks.**

**QUESTION ONE**

(a) Management is the art of getting things done through and with other people.

Explain five measures that management might take to ensure that things get done. (5 marks)

(b) (i) Analyse five negative effects of employee absenteeism to an organisation. (10 marks)

(ii) Outline five measures that management could institute to reduce employee absenteeism. (5 marks)

**(Total: 20 marks)**

**QUESTION TWO**

(a) Explain the following principles of management as advanced by Henry Fayol:

(i) Scalar chain. (2 marks)

(ii) Equity. (2 marks)

(b) Discuss four reasons why the study of management is important. (8 marks)

(c) Analyse four differences between a "budget" and a "forecast". (8 marks)

**(Total: 20 marks)**

**QUESTION THREE**

(a) Explain four benefits of regional departmentation to an organisation. (8 marks)

(b) Analyse three types of corporate social responsibility. (6 marks)

(c) Organisations have various responsibilities that are economic in nature.

With reference to the above statement, illustrate three types of these economic responsibilities. (6 marks)

**(Total: 20 marks)**

**QUESTION FOUR**

(a) Explain five advantages of delegation through committees. (10 marks)

(b) Describe five disadvantages of e-learning. (10 marks)

**(Total: 20 marks)**

**QUESTION FIVE**

(a) Analyse five advantages of participatory approach of planning. (10 marks)

(b) Abraham Maslow developed the hierarchy of needs.

Examine the five types of needs in the hierarchy. (10 marks)

**(Total: 20 marks)**

**QUESTION SIX**

- (a) Highlight three advantages of each of the following:
    - (i) Expert power. (3 marks)
    - (ii) Legitimate power. (3 marks)
  - (b) Using the reinforcement theory of motivation, describe three types of reinforcement conditions. (6 marks)
  - (c) Discuss four disadvantages of outcome-based control system. (8 marks)
- (Total: 20 marks)**

**QUESTION SEVEN**

- (a) Outline five reasons why it is important to evaluate the training programme of a workshop. (5 marks)
  - (b) (i) Highlight five features of directing as a function of management. (5 marks)
  - (ii) Examine the five components of directing. (10 marks)
- (Total: 20 marks)**
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