



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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