

UGANDA MARTYRS UNIVERSITY

FACULTY OF BUSINESS ADMINISTRATION AND MANAGEMENT

END OF QUARTER ONE EXAMINATIONS

2014- 2015

RUBAGA CAMPUS

PRINCIPLES OF MANAGEMENT

Instructions

The Examination is for 3 hrs

Answer 4 questions

All questions carry 25 marks

Do NOT write on the Question Paper

Question One.

Uganda Martyrs University (UMU) Management Report 2014 has stated that there are a few management pitfalls in the University. UMU Management has therefore decided to review its management functions and become more efficient. Amongst the many recommendations to be worked upon, UMU has decided to do the following in the new year:

- Automate the University processes
- Develop a new University structure
- Re-develop a new control systems

Some of the staff and students in the University feel that that this report holds not water and have decided to resist the change.

- a. What steps would management go through in deciding to implement the recommendations (8 marks)
- b. How would you advise the Management team to deal with those intending to resist the change? (8 marks)
- c. Give possible measures in which the University would ensure the changes are adhered to. (9 marks)

Question Two

Many institutions have evolved and changed to suit the external and internal environments in which they operate. In such situations organisations must re-focus their energies.

- a. With brief notes , explain the importance of mission, vision and policies (12 marks)
- b. Using an organisation of your choice, illustrate the strategic management processes an organisation would go through to stay alive. (13 marks)

Question Three

Management like any living organism grows and evolves over time. Thus a common saying was coined, *"You can only go to the future if you know where you're coming from"*.

- a. Clearly elaborate on at least five (5) approaches to management as proposed by early management thinkers. (10 marks)
- b. Pick any three (3) of the approaches in Qn. 3 (a) and show their relevance to contemporary management (9 marks)
- c. Of the three (3) approaches stated in Qn. 3 (b), pick on one approach and show the challenges a manager may face in implementing it. (6 marks)

Question Four

A manager is supposed to ensure that all processes of an institution are efficient and effective.

- a. Use an organisation of your choice to illustrate how Mintzberg roles of management can be applied. (10 marks)
- b. Using your knowledge of management, state the importance of studying diversity management. (8 marks)
- c. What ^{problems} arise due to diversity? (7 marks)

Question Five

- a. Most foreign companies feel Ugandan employees are lacking. Top on the skills lacking is time management.
State the importance of time management in an institution of your choice. (8 marks)
- b. Show how management would use leadership to improve time keeping in their institutions. (9 marks)
- c. What challenges would management face in trying to implement a time management discipline amongst the employees? (8 marks)

Qn. 6

- a. Discuss the importance of Corporate Social Responsibility (CSR) in Uganda. (8 marks)
- b. Show how a company can plan for CSR? (9 marks)
- c. Show how globalization has affected the implementation of CSR (8 marks)