

UGANDA MARTYRS UNIVERSITY
FACULTY OF BUSINESS ADMINISTRATION AND
MANAGEMENT

DEPARTMENT OF MANAGEMENT SCIENCES
SEMESTER ONE 2018/19 FINAL EXAMINATION

Year 1 BAM, BMF, BSC A&F, BPSCM Nkozi, Lubaga Day and
Evening

COURSE UNIT: Principles of Management

DATE: Tuesday, 11th December 2018

DURATION: Three (3) Hours

TIME ALLOWED: 09:30am – 12:30pm

Instructions to Candidates:

Read the following before answering the examination questions.

1. Do not write anything on this question paper
2. Attempt **Four (4) Questions** in total
3. Be as comprehensive and as analytical as possible.
4. Credit is given for illustrations and examples.

QUESTION ONE

- a) According to Max Weber, Bureaucratic organizations achieve their goals in the most efficient way possible. In light of the elements of bureaucracy as identified by Weber, discuss how efficiency is possible. **(13 Marks)**
- b) Today we still see the relevancy of Bureaucratic elements in organizations? Discuss giving practical examples. **(12 Marks)**

QUESTION TWO

- a) Planning precedes controlling and controlling finally leads to planning. Explain. **(5 marks)**
- b) It is good to trust but better to control. Give the benefits of controlling in an organization **(5 Marks)**
- c) Discuss how the managerial levels of planning are related to managerial levels of decision making. **(15 marks)**

QUESTION THREE

Using any organization of choice as an example, educate the employees on the following managerial aspects:

- a) Levels of management in organizations. **(6 marks)**
- b) The roles of managers. **(10 marks)**
- c) The skills needed in the execution of the managers' roles. **(9 marks)**

QUESTION FOUR

Managers in their daily operations are faced with situations which call for decision making.

- a) Differentiate between the following concepts:
 - i. Decision and decision making **(4 marks)**
 - ii. Programmed and non-programmed decisions **(4 marks)**
- b) What are the advantages and disadvantages of group decision making. **(17 Marks)**

QUESTION FIVE

- a) Give at least 10 different personal attributes (traits/qualities) that a good leader should have. **(5 Marks)**
- b) "Every manager should be a good leader but not every leader necessarily has to be a manager." Discuss the differences between a manager and a leader. **(10 Marks)**
- c) There is no one best way of leading, not every situation demands the same leadership style.

i. Suppose you are the head teacher of a school and fire has gutted the dormitory, what leadership style will you use in that situation. Give instances of how you will practically use it. **(5 Marks)**

ii. What leadership style will you use when you are at a beach with your employees? Give instances of how you will practically use it. **(5 Marks)**

QUESTION SIX

a) Organizations must change in order to survive, compete, & succeed and change is a fact of life. Despite these facts, many people resist change. Give at least 5 reasons why people resist change. **(5 marks)**

b) With examples explain the different tactics of introducing change that a manager can use. **(10 marks)**

c) When the Area MP of Lubaga Division met the business community, he briefed them about a bill that was under discussion in parliament. He said that they are soon enacting a law that will stop the importation of second hand clothes into the country. They were discussing other measures that would impose very high taxes on imported food items and relax taxes on locally produced food items. There were mixed reactions whereby people said that Government had bad intentions of impoverishing its citizens. The MP then ended his address by using the Chinese proverb; *"When the winds of change blow, some people build walls and others build wind mills."*

With practical examples explain this statement to the traders. **(10 marks)**

Merry Christmas and Happy New Year 2019