

UGANDA MARTYRS UNIVERSITY

FACULTY OF SCIENCE

PRINCIPLES AND PRACTICES OF MANAGEMENT

BSC-BUSINESS ECONOMICS I

UNIVERSITY EXAMINATIONS

END OF SEMESTER ONE 2012/2013

FIRST YEAR EXAMINATIONS FOR: BACHELOR OF BUSINESS ECONOMICS

DATE: 20th December 2012

Time: 9.00am-12.00pm

Instructions:

Attempt any four questions.

Question one.

- (a) Distinguish clearly between the following concepts: Management , leadership and administration in a business environment (9 marks)
- (b) Explain fully and with supporting reasons what you see as the most important characteristics required of a successful manager? (16 marks)

Question two.

- (a) Present your understanding about the concept of performance appraisal in management principles (5 marks)
- (b) Of what relevance is performance appraisal in management (10 marks)
- (c) Discuss the bad and good features of an appraisal meeting (10 marks)

Question three

Many management gurus have come with Key management ideas to help in organizational performance. Write briefly about the major management principle emphasized by each of the following approaches: (5 marks each)

- (i) The human relations approach
- (ii) The systems approach
- (iii) Management by Objectives (MBO)
- (iv) Management by walking around (MBWA)
- (v) Total Quality management

Question four

- (a) Explain fully how you would reconcile the debate, " Is management an art or Science"? (8 marks)
- (b) How did Frederick W. Taylor contribute to the management process? (5 marks)
- (c) Explain the importance of management in a business setting (12 marks)

Question five

At Kibimba Micro Finance Organization there are seven departments. Among them we have the human resource and loans departments. Staff in these departments has not been doing well. The heads were supposed to use team work to come up with the required excellent performance. However, the Head of Loans department has encountered some team-oriented problems. In the case of personal department the Head of department works long hours, is under pressure to meet deadlines and has a team which is de-motivated. There is high absenteeism and high turnover among the team members. For human resource department, work is passed down to staff without adequate experience and training. As a result, the quality of work is poor and the team is equally de-motivated.

In your view come up with possible answers why the quality of work is poor and what the Chief executive officer can do to remedy the situation. Key issues to focus on in the discussion:

- a) What are the benefits and consequences of emphasizing working as a team in a department? (10 marks)
- b) How is a well functioning team noticeable in these departments? (8 marks)
- c) Why do you think there is or there is not any team work in either of the departments? (7 marks)

Question six

- (a) Evaluate the importance of good communication skills on organizational performance (7 Marks).
- (b) Discuss critically the extent to which you can apply the concept of corporate social responsibility for the growth of a business. (8 Marks)
- (c) Discuss briefly any two approaches advanced by normative ethics to describe values for guiding ethical decision making in a business environment . (10 Marks)

Question seven

“Employees are the basic ingredients for the success of any business. But they are normally affected by conflicts. Required.

- (a) Explain the major causes of conflicts in an organization. (10 marks)
- (b) How should a business manager whose achievements are normally affected by conflicting workers go about conflicts management? (7 marks)
- (c) Discuss the various levels in which conflicts can (8 marks)

END