

**UGANDA MARTYRS UNIVERSITY, NKOZI CAMPUS**

**FACULTY OF BUSINESS ADMINISTRATION AND  
MANAGEMENT**

**CODE: 1101**

**COURSE: PRINCIPLES OF MANAGEMENT FINAL EXAM  
BAM 1**

**DATE: 8.12.2014**

**Time allowed: 3 hours:**

**Instructions**

- i. Do not write anything on the question paper
- ii. Answer 4 questions
- iii. Whenever possible illustrate your answers with examples

### Question One

Salaamu is a line manager in a manufacturing company. She came up with several ideas of making her unit highly productive. Among the new ideas she came up with are:

- i. automating the processes
- ii put more emphasis on team work and give incentives accordingly
- iii. Introducing three shifts: day, evening and night shifts

Some of her subordinates who heard about the intended changes right away started opposing the ideas in their cliques.

- a. Identify and explain 5 likely cases of resistance to Salaamu's intended changes (10 marks)
- b. Advise Salaamu on the tactics she can employ to implement the changes (15 marks)

### Question Two

- a. "Failure to plan is planning for failure." Discuss. (10 marks)
- b. Draw an organisation structure with the following members of staff: (10 marks)
  - 6 Tellers, Bank Manager,
  - 2 Customer Care Officers,
  - Assistant Manager – Accounts,
  - 2 Cleaners,
  - Assistant Manager Customer Care & Administration,
  - Accountant
- c. What are the challenges in the drawing up of such a structure? (5 marks)

### Question Three

The External Environment is comprised of *The Nigerian*

- a) List and describe the components of the

- b) With relevant example

environment is important

*17U* (18 marks)

components of the

### Question Four

It is

ing the history of management?

the following individuals contributed to the development of

modern management?

- i. Henry Fayol (5 marks)
- ii. Frederick Taylor (5 marks)
- iii. Max Weber (5 marks)
- iv. Mintzberg (5 marks)

### Question Five

Distinguish between mission statements, goals, objectives

plans, and budgets (How are

they related, and how are they different?. (25 marks)

### Question Five

Bookface World Company

ops accountancy software for small to medium-sized businesses. The Company was she 15 years ago by a graduate in accounting. Despite an