

THE COPPERBELT UNIVERSITY

SCHOOL OF BUSINESS

FULL-TIME PROGRAMME

BS/BF/BEC/HRM/IP/BSP 150: PRINCIPLES OF MANAGEMENT

TEST ONE

NAME:

~~MOSE R MRODS~~

SIN:

~~2008205~~

PROGRAMME:

BBA / BAC / MKT

DURATION: 1 HOUR 15 MINUTES

INSTRUCTIONS:

- DO NOT TURN THIS LEAF UNTIL YOU ARE TOLD TO DO SO
- This paper consists of TWO (2) QUESTIONS; you are required to answer all.
- Start each question on a fresh leaf.

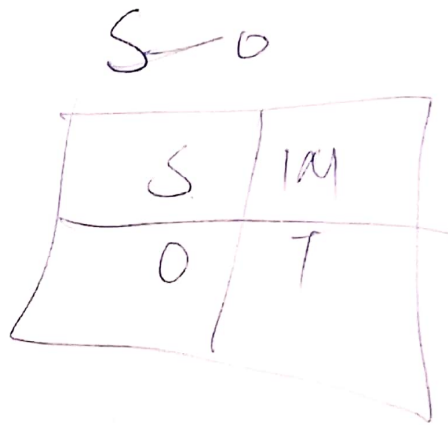
### QUESTION ONE

Planning precedes all other functions of management and it is often regarded as the most important core function. Discuss the importance of planning and identify how knowledge the external environment is important during the planning phase. (25 Marks)

### QUESTION TWO

Scientific management is a theory developed by Frederick Taylor in the 1800. The aim was to improve productivity and efficiency by studying organisational work processes closely. He studied and developed performance standards through observations and experiments in four areas.

- a) Using practical and relevant examples identify and discuss five (5) areas of Taylor's Scientific Management theory studies. (20 Marks)
- b) Explain how scientific management theory has contributed to management of organisations in the 21<sup>st</sup> Century. (5 Marks)



END