

Discipline of Work
Authority and Responsibility
Unity of Command
Unity of Direction
Remuneration
Centralisation
Order
Equity
Initiative
 esprit de corps



THE COPPERBELT UNIVERSITY
SCHOOL OF BUSINESS
DEPARTMENT OF BUSINESS ADMINISTRATION & MARKETING
BS/BF/BEC/HRM/ 150, Principles of Management
F/T TEST ONE, TERM ONE
Friday, 25th Jan, 2019

- Time allowed (1hr 30min)
- Answer ALL questions in this paper.
- In answering, clearly number and separate the points

Question One

Different scholars describe what managers do in various ways. How would you enhance the performance of managers in an organization if you were Henry Fayol? (35 marks)

Question Two

Discuss Max Weber's concept of improving productivity in organizations. (30 marks)

Question Three

Ms. Kopala Swag inherited a fortune from her late Mom and she used part of it to buy an open pit mine. She employed her boy friend, Mr. Mojolicious Moma, to be the general manager and chief employer. He was so kind and spiritual so he employed mostly friends, family members and church mates provided they could read and write. He set low salaries so that he could make profits, and used a strategy of rotating staff amongst jobs so they generally had a rough idea on each job. He had a negative attitude towards planning as he believed that it restricted flexibility. He set the organizational rules and targets using his own beliefs and the vast exposure he had in the mining sector. Sadly and to Mr. Moma's surprise, he discovered that this approach only resulted in losses. Advise him on how he can rejuvenate his company using the most appropriate theory. (35 marks)

- (1) Functional approach
- planning
 - organising
 - Decision making
 - communicating
 - staffing
- End of Test

- (2)
- Clearly defining hierarchy of Authority
 - A system of rules and regulations
 - Stability of staff
- A Bird in Hand is Worth Two in the Bush