



BACHELOR OF SUPPLY CHAIN AND OPERATIONS MANAGEMENT
END OF SEMESTER EXAMINATION
SCM 1101: PRINCIPLES OF MANAGEMENT

Date: Wednesday, 16th December 2020

Time: 2 Hour

Instructions

- a) The examination consists of FIVE questions
- b) Answer question **ONE (COMPULSORY)** and any other **TWO** questions in the Answer Booklet provided
- c) Do **NOT write** on the question paper

Question 1 (COMPULSORY)

- a) Discuss in detail the steps in the selection process that a manager goes through when hiring employees in an organisation. **(16 Marks)**
- b) Discuss any seven barriers to effective delegation of authority **(14 Marks)**

Total: 30 Marks

Question 2

- a) Describe the four classic leadership styles that a manager could have. **(8 Marks)**
- b) State six factors that influence the choice of span of control in an organisation. **(12 Marks)**

Total: 20 Marks

Question 3

Discuss Henry Fayol's theory of management.

Total: 20 Marks

Question 4

Explain Abraham's Maslow's hierarchy of needs and discuss how you can use it, as a manager, as a guide in motivating employees in an organisation

Total: 20 Marks

Question 5

- a) Discuss in detail the four steps in the control process that a manager needs to go through to effectively ensure results are achieved **(12 Marks)**
- b) Discuss the concept of SMART objectives and provide a relevant example that brings the concept to life **(8 Marks)**

Total: 20 Marks