

DIPLOMA IN BUSINESS ADMINISTRATION AND MANAGEMENT**SAMPLE EXAMINATION PAPER****PRACTICE OF MANAGEMENT**

Instructions to candidates:

- a) Time allowed: Three hours
- b) Answer any FIVE questions
- c) All questions carry equal marks.

Q1. Distinguish between corporate objectives and operational objectives and explain the importance of corporate planning to the effective management and control of commercial organisations

Q2. Identify the main characteristics of effective leadership styles and summarise the value of leadership theories to management

Q3. Critically appraise the Scientific Management Theory and comment on its value to modern business organisations

Q4. Explain the process you would use during the evaluation and selection of employees and provide examples to support your recommendations

Q5. As an independent management consultant explain Maslow's Hierarchy of Needs to one of your clients and highlight the relevance of the theory to understanding human motivation

Q6. Explain what you understand by the term Management by Objectives (MBO) and summarise its importance to organisations operating in highly competitive markets

Q7. Write notes on three of the following:

- (a) Formal groups
- (b) Marketing orientation
- (c) Organisational culture
- (d) Informal groups

Q8. Explain the main advantages and limitations of two organisational structures that can be considered by the senior management of a large commercial organisation