

2015

## Part B- Essay Questions

Answer **only three (03)** questions

Marks allocation: 60 Marks

01. "Our society could never exist as we know it today nor improve without a steady stream of managers to guide its organizations". The well-known management author Peter Drucker highlighted this point when he referred that Effective Management is probably the main resource of developed countries and the most needed resource for developing ones.

i. Briefly explain the importance of Effective Management in this modern business world.

(10 Marks)

ii. Discuss the skills necessary for managers to perform effectively.

(10 Marks)

(Total Marks – 20)

02. In today's business world with rapid changes happening all around, it has become even more important for managers to motivate their staff and help their staff in optimizing their performance. Besides, research and observation proves that motivated employees are more creative and productive in the work place. Thus, knowledge of motivation theories can help managers to use a variety of techniques for motivating employees with a wide range of needs, interests, and abilities.

i. What are the five (05) categories of motivational needs described by Maslow? Provide an example of how each can be satisfied.

(10 Marks)

ii. What are the Theory X and Theory Y assumptions about people at work? How do they relate to the hierarchy of needs?

(10 Marks)

(Total Marks – 20)



03.

i. Discuss three (03) advantages and disadvantages of following organizational structures.

- a) Divisional structure
- b) Matrix structure
- c) Team structure

(12 Marks)

ii. What is transformational leadership? Give examples of organizational situations that would call for transformational leadership.

(8 Marks)

(Total Marks – 20)

04.

i. Describe the elements of the communication process. Give an example of each part of the model as it exists in the classroom during communication between teacher and students.

(10 Marks)

ii. Describe the elements in the Balanced Scorecard to measure and control organizational performance.

(10 Marks)

(Total Marks – 20)

