



Botswana Open
University

DIPLOMA
July-December

Sessional Examination
PM111-Principles of Management

BOTSWANA OPEN UNIVERSITY

Diploma in Human Resource Management

Diploma in Business Management

Principles of Management

PM111

Sessional Examination

Time Allowed: 3 Hours

Marks: 100

Instructions

1. The examination consists of Four sections: A, B, C and D
2. Begin each to a new question on a new page.
3. Answer questions according to instructions given.
4. Write answers in the answer booklet provided.
5. Write in grammatical English.



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SECTION A

[10 MARKS]

Answer ALL questions. Each question carries ONE (1) mark.

Choose the best answer from the given alternatives

1. Which of the following is not a reason for summary dismissal?
 - A. Willful misconduct at work
 - B. Proven dishonesty and breaches of the criminal law
 - C. Gross negligence in carrying out duties
 - D. Where procedures and contractual obligations were not fulfilled.

2. What are the four basic principles of management?
 - A. Planner, organisation, leading, control.
 - B. Planning, organising, leader, control.
 - C. Planning, organising, leading, control.
 - D. Planning, organisation, leadership, controller.

3. What is an organisation?
 - A. Group of people at the shopping mall.
 - B. A structured group of people with one common goal
 - C. Structured rules and regulation
 - D. Group of people at the top management.



4. Which statement best describes 'effective communication'?
- A. The passing of information by the receiver to the sender through the right medium of communication
 - B. When there is noise in communication
 - C. When the receiver understands the message the way it was intended by the sender and gives feedback
 - D. When information is distorted
5. Span of control refers to _____.
- A. Fewer employees supervised
 - B. More employees supervised
 - C. A certain number of employees
 - D. Number of subordinates reporting to a manager
6. Which of the following is true about ownership of private organisation?
- A. They are owned by the local government
 - B. They are owned by the government
 - C. They are owned and run by private individuals
 - D. They are owned by the public sector
7. What is a formal organisation?
- A. A deliberately planned structure with formal roles
 - B. It is a network of social and personal relationships
 - C. It is a group of people who struggle for power
 - D. An organisation where there is no structure



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8. What is motivation?
- A. When employees are reluctant to work
 - B. The inner drive that encourages employees to work and give the desired results.
 - C. The disappointment and employee experience
 - D. When employees are being pushed by management to work.
9. What happens when creativity is desirable in an organisation?
- A. The organisation should be completely centralized
 - B. The organisation should be completely decentralised
 - C. Some degree of decentralisation is desirable
 - D. It is impossible to recommend centralisation or decentralisation in this situation
10. The process of assigning job activities and related authority is called _____.
- A. Delegation
 - B. Accountability
 - C. Responsibility
 - D. Authority



SECTION B -TRUE /FALSE QUESTIONS [10 MARKS]

Answer ALL questions. Each question carries ONE (1) mark

State whether each of the following is True or False

1. There are many models that describe the behaviour and roles of successful managers but no one model can be applied to all types of managers and situations.
2. First-line supervisors are responsible for directing the day-to-day activities of operative employees.
3. There is a universally accepted model of a successful manager.
4. Mintzberg found that managers carefully processed information before deciding what actions to take.
5. An organisation that manufactures its product at the lowest possible cost is by definition effective.
6. Modern management has become almost completely a science and almost not at all an art.
7. Successful managers possess technical skills that enable them to visualize the most appropriate response to a situation.
8. A manager is someone whose primary responsibility is to carry out the management process.
9. Managers can be classified in terms of either their level in the organization at which they work and or their area of specialization.
10. Monitoring budgets, costs, performance and improvement are part of the management process known as controlling.



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SECTION C - SHORT ANSWER QUESTIONS

[30 MARKS]

Answer all questions from this section

1. Is management an art or science? **(4 marks)**

2. Explain three (3) techniques for motivation. **(6 marks)**

3. List the three management levels. **(3 marks)**

4. List any two theories of motivation. **(2 marks)**

5. Define the term conflict. **(2 marks)**

6. Define labour demand and labour supply. **(4 marks)**

7. Explain the condition of uncertainty in decision making. **(3 marks)**

8. List any three (3) satisfiers and three (3) dissatisfiers as presented by Herzberg Theory. **(6 marks)**



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SECTION D -ESSAY-TYPE QUESTIONS

[50 MARKS]

Answer TWO (2) questions from this section

Question 1

- a) With the aid of a diagram, discuss the levels of management in organisations. **(9 marks)**
- b) Discuss the roles of a manager in organisations. **(10 marks)**
- c) Explain the managerial skills that a manager should have. **(6 marks)**

Question 2

You are the management consultant of Samlex Pty Ltd Company. Recently MSK College Principal has asked you to make a presentation to her Management students, discussing the Maslow's Hierarchy of Needs, with the aid of a diagram. Demonstrate how it can be applied in an organisation to motivate staff. **(25 marks)**

Question 3

- a) Identify and discuss any five stakeholders in an organisation. **(15 marks)**
- b) Explain two ways in which management skills can be acquired. **(10 marks)**

END OF EXAMINATION