**RCM ONLINE COLLEGE**

**PRINCIPLES OF MANAGEMENT CAT 1**

**QUESTION ONE**

(a) Explain FOUR decisional roles of management as advocated by Henry Mintzberg. (4 marks)

(b) Outline SIX internal environmental factors that may affect business operations in an organisation. (6 marks)

(c) (i) Highlight FIVE reasons why managers may not delegate authority to their subordinates. (5 marks)

(ii) State FIVE principles of delegating responsibility. (5 marks)

**(Total: 20 marks)**

**QUESTION TWO**

(a) Democratic leadership style is perceived to be ideal in many organisations. With reference to the above statement, highlight SEVEN advantages of democratic style of leadership. (7 marks)

(b) State SEVEN limitations of matrix organisation structure. (7 marks)

(c) Enumerate SIX ways of minimising employee resistance to organisational change. (6 marks)

**(Total: 20 marks)**

**QUESTION THREE**

(a) Highlight SEVEN merits of a bureaucratic system in an organisatiion. (7 marks)

(b) Outline SEVEN advantages of using budgets as a form of control system in an organisation. (7 marks)

(c) Groups within an organisation might be used as a medium of change. Examine THREE principles of using groups as a medium of change. (6 marks)

**(Total: 20 marks)**

**QUESTION FOUR**

(a) Assess FIVE characteristics of Fayol’s Administrative Theory. (10 marks)

(b) Outline SIX functions of middle level management in an organisation. (6 marks)

(c) Highlight FOUR ways in which control could become dysfunctional in an organisation. (4 marks)

**(Total: 20 marks)**

**QUESTION FIVE**

(a) Outline SIX benefits that might be obtained by an organisation from effective planning. (6 marks)

(b) With reference to Abraham Maslow’s hierarchy of needs theory, and for each level of need, analyse a strategy that managers could employ to promote satisfaction of their employees in an organisation. (10 marks)

(c) Enumerate FOUR essential elements of directing. (4 marks)

**(Total: 20 marks)**