



SEPTEMBER 2015

MANAGEMENT THEORY & PRACTICE

Instructions to candidates:

- a) Time allowed: Three hours (plus an extra ten minutes' reading time at the start – do not write anything during this time)
 - b) Answer any FIVE questions
 - c) All questions carry equal marks. Marks for each question are shown in []
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- 1.
 - a) Briefly define the term **management**. [4]
 - b) Evaluate the main aspects of F W Taylor's Scientific Management Theory. [8]
 - c) Appraise the effectiveness of Taylor's theory for management today. [8]
 - 2. Critically appraise the extent to which the theory of Elton Mayo has contributed to the understanding of individual behaviour at work and the influence of groups in the workplace. [20]
 - 3.
 - a) Describe briefly:
 - i Open systems [4 each]
 - ii Closed systems [4 each]
 - b) Using a suitable example organisation of your own choice, evaluate THREE examples of sub-systems within the organisation, explaining whether they are open or closed. [4 each]
 - 4. With the aid of suitable examples and identifying their distinct differences, compare and contrast management planning and management control. [10 each]
 - 5. With the aid of suitable example organisations, describe the FOUR types of culture as proposed by C Handy and examine their effectiveness in the organisations you have chosen. [5 each]
 - 6. With the aid of suitable diagrams, evaluate the significance of the Product Life Cycle to a company producing both 3G and 4G Smart mobile phones. [10 each]
 - 7.
 - a) Briefly describe the main features of:
 - i profit centres [3 each]
 - ii cost centres
 - iii revenue centres
 - b) Examine how the above assist management with financial management of a multinational electrical goods company. [11]
 - 8. With the aid of suitable examples, evaluate:
 - a) the effectiveness of time management for organisations
 - b) the benefits to management and staff of good time management [10 each]