



# UNIVERSITY OF MINES AND TECHNOLOGY, TARKWA

SECOND SEMESTER EXAMINATIONS, MAY 2019

**COURSE NO:** GM/GL/MN/MR/PE/ES/MC/EL/MA/CE 458

**COURSE NAME:** PRINCIPLES OF MANAGEMENT

**CLASS:** ALL BSc IV

**TIME:** 2HRS

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Name: \_\_\_\_\_ Index Number: \_\_\_\_\_

**SECTION A: Answer all questions in this section in the answer booklet.**

1. The principles of management have the following features except
  - A. Creativity
  - B. Flexibility
  - C. Universal application
  - D. Verification
  
2. Which of the following best describes Taylorism?
  - A. Administrative management
  - B. Scientific management
  - C. Bureaucratic management
  - D. Traditional management
  
3. The main difference between the work of F. W. Taylor and H. Fayol on management is that
  - A. Taylor focused on top level while Fayol focused on the bottom level
  - B. Taylor focused on the division of labour while Fayol focused on standardization
  - C. Taylor focused on floor shop factory managers and Fayol focused on top managers
  - D. Taylor focused on management process while Fayol focused on the production process
  
4. Which approach of management was developed in 1800-1930?
  - A. Neo-classical approach
  - B. Behavioural approach
  - C. Classical approach
  - D. Modern approach
  
5. The Hawthorne effect means
  - A. Worker productivity is influenced by physical conditions
  - B. Worker productivity is influenced by managerial supervision
  - C. Worker productivity is influenced by special attention given to them
  - D. Worker productivity is based on social interaction in the organization
  
6. The human relations school's major contribution to management theory is that
  - A. Social factors rather economic factor have an impact on productivity
  - B. Economic and social factors have an impact on productivity
  - C. Social interaction has no relationship with employee productivity
  - D. Social factors and informal behaviour of employees has no relationship with productivity
  
7. The sequence of the managerial functions involves
  - A. Planning, organising, staffing, directing, and controlling
  - B. Organizing, planning, staffing, coordination, and controlling
  - C. Planning, staffing, organizing, controlling, and directing
  - D. Staffing, planning, organizing, controlling and directing

8. Management is an art involves
- |                                   |                                     |
|-----------------------------------|-------------------------------------|
| A. Observation and experiment     | C. The body of knowledge and skills |
| B. Personal skills and creativity | D. Innovation and skillfulness      |
9. Management as a discipline is considered as a science if it has the following set of principles
- |   |
|---|
| A. Verifiability, universality, cause relationship    |
| B. Verifiability, falsifiability, sound judgment      |
| C. Variability, cause-effect relationship, hypothesis |
| D. Verifiability, hypothesis, cause and effect        |
10. Which principle implies the division of work among individuals and groups according to their skills and knowledge?
- |                                    |                             |
|------------------------------------|-----------------------------|
| A. Bureaucratic principle          | C. Administrative principle |
| B. Scientific management principle | D. Open system principle    |
11. The following are the levels of management in organisations
- |             |             |
|-------------|-------------|
| A. 4 levels | C. 3 levels |
| B. 2 levels | D. 5 levels |
12. The following are the sequence in evaluating alternatives
- |   |
|---|
| A. Identification of the problem, selection of the alternative, and evaluation of the alternatives                                  |
| B. Identification of alternatives, identification of the problem, choosing the best alternative and evaluating the alternatives     |
| C. identification of the problem, identification of the alternatives, evaluating the alternatives and choosing the best alternative |
| D. identification of the problem, scanning the alternatives, identification of alternatives, and choosing the best alternative      |
13. Which of the following methods is best used to evaluate alternatives?
- |                      |   |
|----------------------|---|
| A. Experience        | C. Qualitative and quantitative factors |
| B. Marginal analysis | D. Experimentation                      |
14. *Objectives* must have the following characteristics except
- |           |             |
|-----------|-------------|
| A. Smart  | C. Precise  |
| B. Timely | D. Obtained |
15. An *organization* is basically categorized into
- |                       |                            |
|-----------------------|----------------------------|
| A. Strategic and apex | C. Formal and informal     |
| B. Simple and complex | D. Mechanistic and organic |
16. The power to command is the same as
- |                   |               |
|-------------------|---------------|
| A. Responsibility | C. Delegation |
| B. Authority      | D. Legitimacy |
17. Performance is determined by the following two factors
- |                            |                             |
|----------------------------|-----------------------------|
| A. Ability and motivation  | C. Ability and productivity |
| B. Ability and supervision | D. Ability and management   |
18. Modern era management thought is influenced by the following theories except

- A. Empirical school
- B. Social-system school
- C. Decision theory school
- D. Bounded Rationality

19. Which of the following is NOT a recognized important component to organizational vision?

- A. The vision should be built on core values and beliefs
- B. The vision should reflect the everyday operations of the business
- C. The vision should reflect the resources available to the business
- D. The vision should specify the detailed and short-term goals

20. The Neo-classical writers include the following pair

- A. Elton Mayo and Chester I. Barnard
- B. Elton Mayo and Robert Schleifer
- C. Elton Mayo and Henri Fayol
- D. Elton Mayo and Herbert Simon

21. *Social network* is best classified under which management function?

- A. Planning
- B. Leading
- C. Organisational design
- D. Controlling

22. Strategic planning is often undertaken by

- A. Shareholders
- B. Middle level management
- C. Lower level management
- D. Top level management

23. All the following studies are necessary for effective *leading/direction* as a management function except

- A. Motivation
- B. Communication
- C. Leadership
- D. Control

24. Who among the given names is regarded as the father of scientific management?

- A. Henry Fayol
- B. F.W. Taylor
- C. Gilberth Gantt
- D. Charles Babbage

25. *Controlling* as a function of management includes all the following except

- A. establishing performance standards
- B. taking corrective action when necessary
- C. measurement of actual performance
- D. Training and development of employees

## SECTION B

**Answer all questions in this section. Provide concise answers**

1. Management is generally described as *getting things done through people*. Identify *two* criticisms associated with this general definition according to Harold Koontz. [3marks]
2. Identify *three* major differences between the behavioural sciences approach and the human relations approach [3marks]
3. Briefly explain with example (s), flexibility as a characteristic of principles of management. [2marks]
4. Explain any four reasons to justify the need for management principles [4marks]
5. Identify any four differences between the traditional and new organisation in management [4marks]
6. Explain three importance of *motivation* in an organization [3marks]
7. Explain *legitimate power* [2marks]
8. Explain the main tenets of the two-factor theory [2marks]
9. Enumerate any three benefits of Management by Objectives (MBO) [3marks]
10. Briefly explain the following theories of motivation:
  - a. Reinforcement theory [2marks]
  - b. Vroom's expectancy theory [2marks]
11. Explain the *scientific management theory* [2marks]
12. Establish any *three* differences between a *formal* and an *informal* organization [3marks]

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