



“Investing in Africa’s future”

COLLEGE OF BUSINESS, PEACE, LEADERSHIP AND GOVERNANCE

NMMS 306: MANAGEMENT THEORY AND PRACTICE II

END OF SEMESTER FINAL EXAMINATIONS

NOVEMBER 2022

LECTURER: MR T. NEMAUNGA

TIME: 3 HOURS

INSTRUCTIONS

Answer any THREE of the following **QUESTIONS**.

All questions, are essay questions.

The marks allocated to **each** question are shown at the end of the section.

Marks will be awarded for giving logical examples.

Answer **any** **THREE** Questions

1) Answer the following:

- a) According to Robbins & Coulter, identify and explain three most important elements for implementing organizational *cultural change*? [6]
- b) Identify, and explain the different techniques that can be used by a manager to manage resistance to change within an organization? [14]

2) Answer the following:

- a) In today's competitive business environment, **communication** between *managers* and *employees* is important because it provides the information necessary to get work done in organizations. i.e. successfully communication has become one key ingredient to the success of an organization. With the aid of a diagram, describe the communication process? [12]
- b) In detail, identify modern communications technologies that modern managers are now using to improve communication at the workplace? [8]

3) Answer the following:

- a) Identify and explain the benefits of good business ethics to the organization? [15]
- b) Briefly explain how a manager can ensure uniformity in ethics values among employees of the Organization? [5]

4) Answer the following:

- a) Within a typical organization we find the three levels of managers. In detail identify and explain the characteristics of each of the levels of managers? [12]
- b) Modern day organizations are moving away from the traditional three-level managerial structures, to two-level managerial structures. Briefly explain why?[8]

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