



**NAMIBIA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

Faculty Name: Natural Resources and Spatial Sciences

Department Name: Agriculture and Natural Resources Sciences

QUALIFICATION: Bachelor of Natural Resources Management (Nature Conservation)	
QUALIFICATION CODE: 07 BNTC	LEVEL: 6
COURSE: Management Principles	COURSE CODE: MTP 612S
DATE: July 2019	SESSION:
DURATION: 3 HOURS	MARKS: 100

SECOND OPPORTUNITY EXAMINATION PAPER	
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MODERATOR:	Clarence Ntesa

THIS exam paper CONSISTS OF 2 PAGES
(Excluding this front page)

INSTRUCTIONS

- 1. Write clearly and neatly**
- 2. Use blue or black ink**
- 3. Answer all Questions**
- 4. Number the question correctly**

QUESTION 1

- 1.1 Connect decision making with the idea that managers deal with time and human relationship (4)
- 1.2 Explain difference Operational and Strategic Plan (4)
- {8}

QUESTION 2

- 2.1 Explain Total Quality Management (2)
- 2.2 Describe operation as a system in both production and services (4)
- 2.3. Explain how workers can be supported in pursuing quality (4)
- {10}

QUESTION 3

- 3.1 Describe the logical relationships between division of work, departmentalization, hierarchy and coordination (8)
- 3.2. Explain the purpose of decisions about organizational design (4)
- {12}

QUESTION 4

- 4.1 Explain why managers believe they need control (4)
- 4.2 Explain why financial control is important to managers (4)
- {8}

QUESTION 5

- 5.1 Define leadership and its similarity and differences from management (5)
- 5.2. Define motivation and Motivating (2)
- 5.3. Explain the concept of transformational or charismatic leadership and give examples. (4)
- {11}

QUESTION 6

- 6.1. List and describe the method of recruitment (4)
- 6.2. Explain the seven steps of hiring sequence (7)
- 6.3. Explain how HRM interacts with organizational strategy (5)
- 6.4. Explain the three primary tasks of human resources function (6)

{21}

Question 7

7.1. Explain what is meant by decision making and problem solving (10)

7.2. Describe the five different problems –solving techniques (5)

7.3. Explain the rational decision making process (5)

{20}

QUESTION 8

8.1 Define the following terms in your own words: (10)

a. Control

b. Performance standards

c. Responsibility

d. Accountability

e. Quality control

{10}