1. (a) Describe **five** main features of bureaucracy as stipulated by Max Weber.

(10 marks)

(b) Outline **five** factors that may limit the effectiveness of decision making process in and organisation. (10 marks)

2. (a) Highlight **five** methods that an organisation can use in order to determine the training needs of its employees. (10 marks)

(b) Explain **five** ways in which delegation can be used as a tool of management.

(10 marks)

3. (a) Mawazo Limited has failed to implement some of its programmes successfully. Explain **five** measures that should be taken in order to overcome the problem.

(10 marks)

(b) Explain **five** factors that should be considered when drawing up salary scales for employees in an organisation. (10 marks)

4. (a) Mwanzo Company Limited has come up with a policy to involve their employees in decision making. Explain **five** problems the organisation could face if it implements the decision. (10 marks)

(b) Traditional management theory has 'commanding' as a key management principle. Explain **five** reasons why this principle is increasingly losing its significance in modern management practice. (10 marks)

5. (a) Outline **five** benefits of using a budget as a tool of control. (10 marks)

(b) Describe **five** personal attributes of a manager that may influence his willingness to delegate authority. (10 marks)

6. (a) Highlight **five** duties of a middle level manager in an organisation. (10 marks)

(b) Describe **five** principles that should be followed to ensure success in job evaluation.

(10 marks)

7. (a) Explain **five** forms of disciplinary action that may be taken against an employee by an employer as stipulated in the labour laws. (10 marks)

(b) Forecasting is an important part of the planning activity in an organisation. Highlight **five** possible information that an organisation can generate from forecasting.

(10 marks)

8. (a) Outline **five** limitations of using money to motivate employees. (10 marks)

(b) Describe **five** activities involved in the control function. (10 marks)