

12. a) i) Explain the concept of MBO. (8)
ii) What are the benefits and weaknesses of MBO? (8)

OR

- b) i) Distinguish between programmed and non programmed decisions. (8)
ii) Discuss the modern approaches to decision making under uncertainty. (8)

13. a) Describe the factors determining an effective span of management.

OR

- b) i) Draw and explain the simplified model of performance appraisal process. (8)
ii) What problems may arise from the fact that different managers on the same level appraise differently, some generally rating higher than others? (8)

14. a) i) Explain Vroom's expectancy theory of motivation. (8)
ii) How can you use expectancy theory to increase your motivation to complete assignments to high standard and complete readings prior to class? (8)

OR

- b) Explain the sources of noise that lead to miscommunication within organizations and the steps to improve communication within organizations.

15. a) i) Explain the different types of budgets. (8)
ii) How can you make budgetary control effective? (8)

OR

- b) i) Explain in detail the preventive control mechanism. (8)
ii) If preventive control were completely effective, would a company need any direct controls? (8)
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