

THE INSTITUTE OF BANKERS OF ZIMBABWE

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INTERMEDIATE LEVEL	
SUBJECT	MANAGEMENT II
DATE	OCTOBER 2020
TIME	3 HOURS
MARKS	100
EXAM TYPE	CLOSED BOOK



Management 11 Examination

INSTRUCTIONS TO CANDIDATES

- 1. Read the instructions CAREFULLY before answering any question in this paper**
- 2. Answer ANY four (4) questions**
- 3. Each question carries 25 Marks**
- 4. Start each question on a fresh page**
- 5. Number your questions clearly**
- 6. Use black or blue ink only**
- 7. Complete the information on the cover page of your answer book fully**
- 8. Write neatly and legibly**
- 9. Cheating is not allowed. If anyone is caught cheating, disciplinary measures will be taken by the Institute of Bankers**

Question 1**[25 Marks]**

Using practical examples, demonstrate the applicability of any 5 of the characteristics of Max Weber's "bureaucracy" in your organisation.

Question 2**[25 Marks]**

"Diversity at the workplace is so common in today's organizations that the Human Resource Manager is forced to cope with such changes and help manage the challenges it brings into an organisation"

- a) With the aid of practical examples briefly discuss any 2 reasons why workplace diversity is a reality in any typical organisation.
- b) Suggest any 3 ways through which the diversity can be effectively managed.

Question 3**[25 Marks]**

"In most organizations it is evident that the role of trade unions has diminished".

Identify any 5 reasons why the above statement is true.

Question 4**[25 Marks]**

As a bank manager, explain how any 5 sources of power can effectively be utilized in your organisation.

Question 5

Using the control process, briefly explain the importance of control in management giving practical examples.

[25 Marks]

END OF PAPER

GOOD LUCK!!!!