

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**

**FACULTY OF COMMERCE**

**DEPARTMENT OF HUMAN CAPITAL MANAGEMENT**

**MANAGEMENT (HCM211/BS236)**

**TIME: THREE HOURS**

11 APR 2025

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**INSTRUCTIONS TO CANDIDATES**

1. Answer **any four** questions.
2. Start the answer to each question on a fresh page.

**INFORMATION TO CANDIDATES**

1. No cellphones and any other unauthorised materials are allowed into the examination room.
  2. Each question carries 25 marks.
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**QUESTION 1**

Examine three sets of skills managers should possess according to Wilson to execute their duties effectively and efficiently. [25 marks]

**QUESTION 2**

Using relevant examples, explain the Weberian Bureaucracy Theory. [25 marks]

**QUESTION 3**

Discuss the following generations of workers:

- a) The Silent Generation [12 marks]
- b) The Echo Generation [13 marks]

[25 marks]

#### **QUESTION 4**

Examine the following aspects of Carroll's Pyramid:

- a) Economic responsibility [9 marks]
- b) Legal responsibility [8 marks]
- c) Ethical responsibility [8 marks]

#### **QUESTION 5**

Making use of relevant examples, examine six types of decisions that managers make in organisations today.

[25 marks]

#### **QUESTION 6**

Using a relevant example, discuss the characteristics of a mission statement. [25 marks]

**\*\*\*END OF PAPER\*\*\***