



ZIMBABWE

**MINISTRY OF HIGHER AND TERTIARY EDUCATION,
INNOVATION, SCIENCE AND TECHNOLOGY
DEVELOPMENT**

**HIGHER EDUCATION EXAMINATIONS COUNCIL
(HEXCO)**

NATIONAL DIPLOMA

IN

APPLIED BIOLOGICAL TECHNOLOGY

SUBJECT: Industrial Management

PAPER NO: 503/23/M08

DURATION: 3 Hours

NOVEMBER/DECEMBER 2025 EXAMINATION

REQUIREMENTS

INSTRUCTIONS TO CANDIDATE

1. Answer any five (5) questions.
2. Do not write your name in the answer booklet.
3. Do not write anything on the question paper.

This paper consists of 2 printed pages.

QUESTION 1

Describe the following types of managers

- (a) top level (5 marks)
- (b) middle (5 marks)
- (c) first line (5 marks)
- (d) team leader (5 marks)

QUESTION 2

- (a) State and explain three managerial roles. (10 marks)
- (b) Outline the major functions of management. (10 marks)

QUESTION 3

- (a) Describe the appraisal cycle. (10 marks)
- (b) Discuss the advantages and disadvantages of appraisals. (10 marks)

QUESTION 4

- (a) Identify the various types of disputes. (6 marks)
- (b) Outline five (5) major causes of disputes. (10 marks)
- (c) Highlight the consequences of failure to resolve disputes. (4 marks)

QUESTION 5

Briefly explain the barriers to effective planning and how the organisation can overcome them. (20 marks)

QUESTION 6

- (a) Define organisational culture. (2 marks)
- (b) Describe the four main organisational cultures. (18 marks)

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