



12. (a) List and outline the relationships between the six steps in the planning process.

Or

- (b) Explain in detail the decision-making process. What is break even point? Explain, how the BEP used in the Decision making process.

13. (a) List the possible causes of conflict in line-staff relationships and suggest appropriate action to minimize the effect of these causes.

Or

- (b) List and explain the factors that forms the basis of departmentalisation.

14. (a) Explain the different between manager and leader. Explain any three theories of Leadership.

Or

- (b) Describe the barriers of communication . Explain the remedies for communication barriers.

15. (a) Discuss the three main steps of the controlling process. Illustrate similarities and contrast of controlling with planning.

Or

- (b) Explain the three basic types of control that can be used in organizations.
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