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- 1. (a) Classify the manager's role according to Henry Mintzberg
 - (b) Write separately the general skills and special skills study by managers.
- 2. (a) To maintain a successful management in a school which leadership style is important? Democratic leadership style or Autocratic leadership style.Explain your answer with reasons.
 - (b) State the elements of management process and write two sub activities of them separately.
- 3. (a) Write four principles of planning.
 - (b) Explain the four bases departmentalization.
- 4. (a) Write separately two characteristics of batch production and flow production.
 - (b) Name four methods of new technology used in operational process.
- 5. (a) Name four areas of production controlling.
 - (b) Name four main methods used to test the quality of a production.