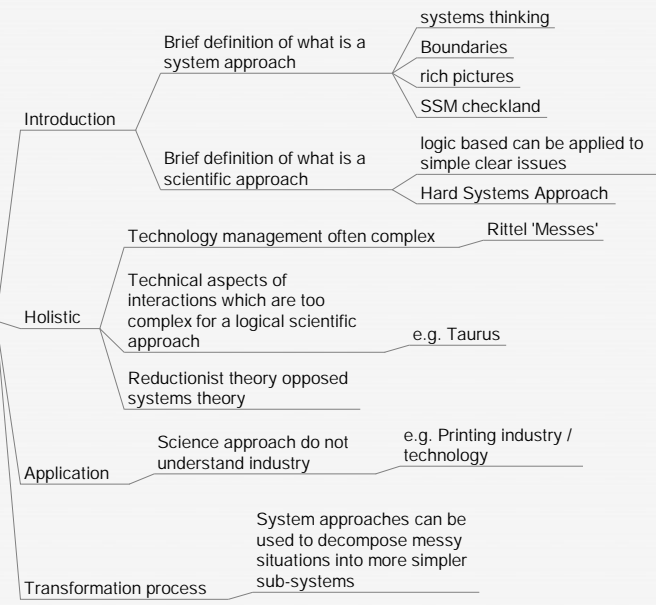
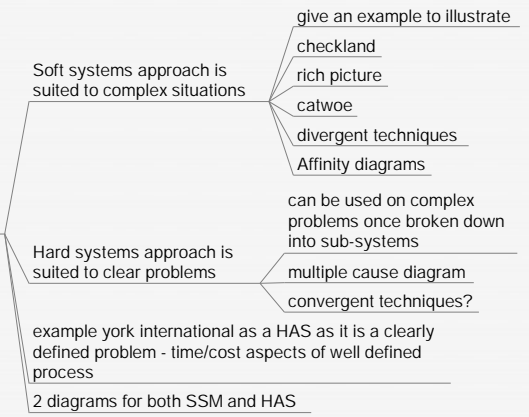


Question 3 Oct 2005

(a) Explain three reasons why systems approaches are appropriate in a technology management context as compared to a scientific approach. (9 marks)



(b) Differentiate between hard and soft systems approaches with particular reference to the nature of the problem for which each approach is applied. Define any key terms used. (16 marks)



(c) Discuss using example situations to what extent the use of the tools and techniques in Block 6 provide 'answers' to technology management problems. Is the value in the process or the product of the technique? Your answer should include a technique for each of the following categories:

