



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

**SCHOOL OF BUSINESS & ECONOMICS**

**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS  
ADMINISTRATION WITH IT**

**1<sup>ST</sup>YEAR 1<sup>ST</sup>SEMESTER 2020/2021 ACADEMIC YEAR**

**MAIN CAMPUS**

**COURSE CODE: BAB 1103**

**COURSE TITLE: Introduction to Management**

**EXAM VENUE: STREAM: (BBA)**

**DATE: 11/01/2021 EXAM SESSION: 9.00-12.00NOON**

**TIME: 3 HOURS**

**Instructions:**

- 1. Answer questions ONE and ANY other TWO questions**
- 2. Candidates are advised not to write on the question paper.**
- 3. Candidates must hand in their answer booklets to the invigilator while in the examination room**

### **QUESTION ONE (COMPULSORY)**

- a) i) 'Management has been defined by different scholars in different ways'. In view of the above statement give three definitions of management (10mks)
- b) Explain the concept of scientific theory of management as advocated by Fredrick Taylor. (10mks)
- d) Discuss FIVE informational roles of the manager using relevant examples (10mks)

### **QUESTION TWO**

- a) Of the fourteen principles of Fayol, explain any eight and their application to today's organizations (8mks)
- b) Max- Weber bureaucratic theory has had a great influence in the management of many organizations. Discuss its weaknesses (12mks)

### **QUESTION THREE**

- c) With reference to Maslow's hierarchy theory discuss how a desire to satisfy a group of needs is a motivation to many people (10mks)
- b) Decision making is one of the cornerstones of effective planning. As a manager how would you go about arriving at decisions regarding the various alternative causes of action? (10mks)

### **QUESTION FOUR**

- a) Assuming you are the manager of an organization and you have realized that the performance of employees has dropped which has reduced profitability of the organization. Explain three important roles a manager should play in order to improve the performance of the organization (12 marks)
- b) Discuss the four major functions of management that may influence the employees' performance in an organization. (8 marks)

### **QUESTION FIVE**

- a) Discuss the essentials of effective communication (5mks)
- b) Explain the main functions of managerial communication in an organization (5mks)
- b) Explain the role of information technology in enhancing managerial communication in the present-day organization (10mks)