



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF LOGISTICS AND
SUPPLY CHAIN MANAGEMENT
1ST YEAR 1ST SEMESTER 2020/2021 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: BAB 9103

COURSE TITLE: Introduction to Business

EXAM VENUE:

DATE: 15/01/2021

EXAM SESSION: 3.00-6.00PM

TIME: 3 HOURS

INSTRUCTIONS:

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 questions**
- 2. Candidates are advised to write on the text editor provided, or to write on a foolscap, scan and upload alongside the question**
- 3. Candidates must ensure they submit their work by clicking "finish and submit attempt" button at the end**

QUESTION ONE (COMPULSORY)

- a) Explain the 14 principles of Management as stipulated by Henri Fayol **(14 marks)**
- b) Briefly highlight five major characteristics of the Classical theory (1900-1930) **(5 marks)**
- c) Explain the process or the steps of planning as a function of Management **(10 marks)**
- d) Define Leadership and describe five distinct Leadership styles **(6 marks)**
- e) By use of appropriate examples, explain Maslow's hierarchy of needs theory of Motivation **(5 marks)**

QUESTION TWO

- a) Explain the importance of organizing in modern business enterprises. **(10 marks)**
- b) It is said that communication is the essence of management. Discuss. **(10 marks)**

QUESTION THREE

- a) Identify and describe the different levels of Management and their functions within an organization you are familiar with. **(12 marks)**
- b) Discuss the Human Relations Theory with special reference to the Hawthorne experiments by Elton Mayo (1920) **(8 marks)**

QUESTION FOUR

- a) How relevant is Degree of Centralization to modern organizations? **(5 marks)**
- b) Identify and explain the internal and external environmental factors that a manager should consider in an organization? **(15 marks)**

QUESTION FIVE

- a) Explain the Difference between formal & informal organization **(8 marks)**
- b) Discuss the role of F.W. Taylor's Scientific management theory in the modern era, clearly highlighting its principles and features. **(12 marks)**
