



**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 2019/2020 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: ABA 102**

**COURSE TITLE: Introduction To Management**

**EXAM VENUE:**

**STREAM: (BBA )**

**DATE:**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**Instructions:**

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 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 (3mks)
- ii) 'Management has salient features' based on the above statement describe four characteristics of management (4mks)
- b) Explain the concept of scientific theory of management as advocated by Fredrick Taylor (7mks)
- c) With illustrations describe the circular nature of motivation (4mks)
- d) Discuss the informational roles of the manager using relevant examples (6mks)
- e) Discuss ways in which a manager would encourage cohesiveness in a formal workgroup. (6mk)

### **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 management of many organizations. Discuss its weaknesses (12mks)

### **Question three**

- a) Leader's attitudes towards his subordinates influence his leadership style. Discuss (4mks)
- b) Differentiate between a transactional leader and a transformational leader (8mks)
- c) the art of successful delegation does not come easily to managers, and many have performed some task themselves instead of delegating. Outline the factors that would influence a manager's decision to delegate authority and assign subordinate (8mks)

### **Question four**

Discuss the challenges faced by women at managerial positions in organizations and propose possible solutions (20mks)

### **Question Five**

"Employees are gradually becoming aware of their right at work places" discuss this statement with reference to

- i) discrimination
- ii) health and safety/ work injuries
- iii) unions and collective action
- iv) termination of employment (20mks)