



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS AND ECONOMICS
UNIVERSITY EXAMINATION FOR THE DIPLOMA IN BUSINESS
MANAGEMENT TVET GROUP
1ST YEAR 2ND SEMESTER 2023/2024 ACADEMIC YEAR
MAIN

COURSE CODE: BBM 2123

COURSE TITLE: FUNDAMENTAL OF MANAGEMENT

VENUE: AH

DATE: 03/05/2024

EXAM SESSION: 9.00 – 11.00 AM

TIME: 2 HOURS

Instructions

- 1. Answer Question One (compulsory) and any other 3 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**

QUESTION ONE (COMPULSARY)

- i.) State four features of modern management theory. (4 marks)
- ii.) What is discrimination and harassment as an ethical issue in management. (2 marks)
- iii.) State any four benefits of cooperate governance to any business organization. (4 marks)
- iv.) State any four characteristics of a good leader. (4 marks)
- v.) State any four leadership theories. (4 marks)
- vi.) Explain the meaning of strategic planning process. (2 marks)
- vii.) State any four reasons why strategic planning is important. (4 marks)
- viii.) Explain why the following can be sources of conflict
 - a. uncertainty and Resource Scarcity. (2 marks)
 - b. Goal Incompatibility and Differentiation. (2 marks)
- ix.) State any four roles of a manager in any organization. (4 marks)
- x.) State any four pillars of cooperate governance. (4 marks)

QUESTION TWO

- i.) Explain the process of conflict resolution process in a work place. (10 marks)
- iii.) Explain FIVE responsibilities of a manager in any business organization. (10 marks)

QUESTION THREE

- i.) All employees have a right to a safe working environment and work conditions. State any six employee safety consideration in business and working environment. (6 marks)
- ii.) Ethical dilemmas in the workplace can be more effectively dealt by managers. State the steps managers can follow to deal with such issues. (14 marks)

QUESTION FOUR

- i.) Explain any five roles carried by management in cooperate governance. (10 marks)
- ii.) Explain any five leadership style in any organizational environment. (10 marks)

QUESTION FIVE

- i.) Explain three causes of conflict in business organizations. (6 marks)
- ii.) Explain any four functions of management. (8 marks)
- iii.) Explain the responsibility assignment matrix (RAM) practices. (6 marks)
- i.) State four ways how conflict resolution reduces cost. (4 marks)