

QUESTION ONE

- a) Discuss the concept of management. (5 mks)
- b) Explain the various functions of management (5 mks)
- c) Discuss the evolution of management (10mks)
- d) Management is regarded as both an art and a science. Discuss. (10mks)

QUESTION TWO

- a) Henri Fayol is regarded as the father of modern management. Discuss the principles of effective management according to Henri Fayol. (10 mks)
- b) Management is regarded as both an art and a science. Discuss. (10mks)

QUESTION THREE

- a) Discuss the various causes of conflict in organizations (10 mks)
- b) Elucidate the best ways of managing conflicts that are available to managers. (10 mks)

QUESTION FOUR

Discuss the following management theories

- (i) Behavioral management theory. (5 mks)
- (ii) Human relations movement theory (5 mks)
- (iii) Theory Z (5 mks)
- (iv) Bureaucratic theory. (5 mks)

QUESTION FIVE

- a) Define Electronic Commerce. (5 mks)
- b) Discuss the contributions of electronic commerce in modern business management. (5mks)
- c) Discuss the various social responsibilities and why businesses should observe them (10mks)