

- b) Explain five ways in which a manager can encourage cohesion in a formal work group (5 marks)
- c) What are the main characteristics of formal organization (5 Marks)
- d) Mintzberg classified the roles of managers into three broad categories. Explain the decisional roles of managers (8 Marks)
- e) With relevant examples, describe four types of organizations (4 Marks)

Question 2 (20 marks)

- a) Discuss four basic functions of management (12 Marks)
- b) What are the major roles of top level management in an organization? (8 Marks)

Question 3 (20 marks)

- a) Clearly explain the four functional areas of management (8 Marks)
- b) Discuss four principles of Scientific Management Theory propounded by Fredrick Taylor (12 marks)

Question 4(20 marks)

- a) Identify and explain five forms of discrimination at the workplace (10 Marks)
- b) What adjustments or sacrifices can managers of an organization make to accommodate persons with disability and make the work environment conducive for them? (10 Marks)

Question 5(20 marks)

- a) Management has been broadened through widespread adoption of ICT. Explain how ICT has contributed to effective and efficient management in organizations. (10 marks)
- b) Compare the typical behavior in each of the three leadership styles; autocratic, democratic and Laissez Faires (10 marks)