



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

SCHOOL OF BUSINESS AND ECONOMICS

UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTERS IN BUSINESS

ADMINISTRATION

1ST YEAR 1ST SEMESTER 2017/2018 ACADEMIC YEAR

NAIROBI CITY LEARNING CENTRE

COURSE CODE: MBA 849

COURSE TITLE: MANGEMENT PRINCIPLES AND PRACTICE

EXAM VENUE:

STREAM: MBA

DATE:

EXAM SESSION:

TIME:

INSTRUCTIONS

- 1. Answer Question 1 (Compulsory) and ANY other TWO 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

All Managers are leaders but **not all leaders** are Managers. In relation to this assertion, **bring out** the difference between **management** and **leadership** and **explain** the major **roles** of managers **(15 Marks)**

QUESTION TWO

Compare and contrast the contributions of Taylor and that of Fayol and explain their relevance to today's customer oriented Organisations **(15 marks)**

QUESTION THREE

Productivity in modern organizations has been falling rapidly. This has led to many organizations resort to retrenchment. **Identify the principle causes** leading to this phenomena and **explain** how managers may respond to such challenges **(15 marks)**

QUESTION FOUR

- (a) What is corporate culture **(2 marks)**
- (b) Explain the determinants, components and consequences of corporate culture? **(13 marks)**

QUESTION FIVE

- (a) What is management ethics **(1 marks)**
- (b) Explain with examples the major causes of unethical behavior in Organizations **(7 marks)**
- (c) What steps can managers take to improve ethical behavior in their Organizations **(7marks)**

QUESTION SIX

Write brief notes on each of the following

- (a) Management by objectives (MBO) **(5marks)**
- (b) Power and Authority **(5marks)**

- (c) Reasons why employees **resist** change and **strategies** to counter resistance to change
(5 marks)