



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION
1ST YEAR 1ST SEMESTER 2016/2017 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: ABA 102

COURSE TITLE: INTRODUCTION TO MANAGEMENT

EXAM VENUE:

STREAM: (BBA)

DATE: 06/05/2016

EXAM SESSION: 11.30 – 1.30 PM

TIME: 2 HOURS

Instructions:

- 1. Answer questions ONE 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

- a) i) 'Management has been defined by different scholars in different ways'. In view of the above statement give three definitions of management. (3 marks)
- ii) 'Management has salient features' based on the above statement describe four characteristics of management. (4 marks)
- b) Explain the concept of scientific theory of management as advocated by Fredrick Taylor (7 marks)
- c) With illustrations describe the circular nature of motivation. (4 marks)
- d) Discuss the informational roles of the manager using relevant examples. (6 marks)
- e) Discuss ways in which a manager would encourage cohesiveness in a formal workgroup. (6 mark)

QUESTION TWO

- a) Of the fourteen principles of Fayol, explain any eight and their application to today's organizations (8 marks)
- b) Max- Weber bureaucratic theory has had a great influence in management of many organizations. Discuss its weaknesses (12 marks)

QUESTION THREE

- c) With reference to Maslow's hierarchy theory discuss how a desire to satisfy a group of needs is a motivation to many people. (10 marks)
- b) Decision making is one of the cornerstones of effective planning. As a manager how would you go about arriving at decisions regarding the various alternative causes of action? (10 marks)

QUESTION FOUR

- a) In establishing strategic position in an organization it is key to undertake strategic analysis. Discuss Pestel's framework as tool of analysis used. (10 marks)
- b) Discuss Kotter's view of the process of creating major changes in an organization (10 marks)

QUESTION FIVE

- a) Discuss the essentials of effective communication. (5 marks)
- b) Identify and explain the main functions of managerial communication in an organization (5 marks)
- b) Explain the role of information technology in enhancing managerial communication in the present day organization (10 marks)