



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY**  
**SCHOOL OF BUSINESS & ECONOMICS**  
**UNIVERSITY EXAMINATION FOR THE DEGREE OF BACHELOR OF LOGISTICS**  
**AND SUPPLY CHAIN MANAGEMENT**  
**1<sup>ST</sup> YEAR 1<sup>ST</sup> SEMESTER 2018/2019 ACADEMIC YEAR**  
**MAIN CAMPUS**

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**COURSE CODE: BBM 3112**

**COURSE TITLE: INTRODUCTION TO BUSINESS**

**EXAM VENUE:**

**DATE: DECEMBER, 2018**

**EXAM SESSION:**

**TIME: 2 HOURS**

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**INSTRUCTIONS:**

- 1. Answer Question ONE (COMPULSORY) and ANY other 2 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 (Compulsory)**

- a) One of the key functions of management is controlling. Explain the essential of a good control system (6 marks)
- b) Communication is the essence of management. Discuss (8 marks)
- c) Define Leadership and describe the various leadership styles (8 marks)
- d) Mention some discriminatory practices and suggest ways of curbing the same in an organization of your choice (8 marks)

**Question Two**

- a) Define Management and describe its historical development (8 marks)
- b) Explain the rights of employer and employees (12 marks)

**Question Three**

- a) Describe the principles of Management as stipulated by H.Fayol (14 marks)
- b) How relevant is Degree of Centralization to modern organizations? (6 marks)

**Question Four**

- a) According to the Classical theory (1900-1930), the organization is considered as a machine and the human beings as different components/parts of that machine. Explain five main characteristics of the Classical theory (5 marks)
- b) Explain the Human Relations Theory in relation to the Hawthorne experiments by Elton Mayo (1920) (15 marks)

**Question Five**

- a) Management has distinct functional areas. Using relevant examples describe the main functions of Management (15 marks)
- b) Leadership is setting the tone of an organization, the broad objectives and long term goals will come from the leader. Outline 5 main characteristics of leadership. (5 marks)

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