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UNIVERSITY OF SCIENCE AND  
TECHNOLOGY**

**SCHOOL OF BUSINESS AND ECONOMICS**

**[BUSIA LEARNING CENTRE]**

**EXAMINATION FOR THE DEGREE OF BACHELOR OF  
BUSINESS ADMINISTRATION**

**ABA 102: INTRODUCTION TO MANAGEMENT**

**DATE: August 2013**

**TIME:**

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**INSTRUCTIONS:**

1. This paper contains **FIVE** questions
2. Answer question **ONE** (compulsory) and any other **TWO** questions.
3. Question **ONE** carries **30 marks**. All the other questions carry **20 marks** each.
4. Do **NOT** answer more than **THREE** questions.

### QUESTION ONE (COMPULSORY)

- a) i. Define the term *Management* as a *Process* within business organizations. (4 marks)
- ii. Distinguish between *Management, Leadership* and *Administration*. (6 marks)
- b) Clearly explain the relationship between Organizational *Performance, Effectiveness* and *Efficiency*. (10 marks)
- c) Discuss the multiplicity of *Management Roles* carried out by managers at work. (10 marks)

### QUESTION TWO.

The Human Relations Movement emerged as a response towards addressing the limitations of scientific management and other classical approaches. Evaluate the gains made in organizational management following the Hawthorne Studies.

(20 marks)

### QUESTION THREE.

Despite deliberate efforts to integrate women in public and private sector management; a lot of issues still hinder appointment of women to middle and senior level management. Discuss the reasons that have contributed to poor representation of women at top management levels and suggest possible steps that could be taken to alleviate this situation. (20 marks)

#### **QUESTION FOUR.**

a) Explain the key considerations in the major steps of decision making process. **(10 marks)**

b) Discuss the benefits of the use of SWOT analysis in organizational planning. **( 10 marks)**

#### **QUESTION FIVE**

a) Discuss the assertion that “ people only come to work for money” **(10 marks)**

b) Explain the principal factors that might influence the design of the structure of an organization. **(10 marks)**

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