



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS**

**UNIVERSITY EXAMINATION FOR BACHELOR OF LOGISTICS AND SUPPLY CHAIN MANAGEMENT
(BLSCM) AND BACHELOR OF BUSINESS ADMINISTRATION (With IT) FIRST YEAR SEMESTER ONE**

MAIN CAMPUS

COURSE CODE: ABA 102

COURSE TITLE: INTRODUCTION TO MANAGEMENT

EXAM VENUE:

STREAM:

DATE:

EXAM SESSION:

TIME: 2 HOURS

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

- i. What is Management? Explain the principles of management with suitable illustrations (10Marks)
- ii. Other than through performance related pay systems how can managers motivate their work force? Discuss (10Marks)
- iii. What is affirmative action? Discuss the efforts of the government of Kenya in fighting discrimination against women in employment (10 Marks)

QUESTION TWO

- i. What qualities should a good leader possess? (5 Marks)
- ii. Explain, using examples, why leaders vary their leadership style in different circumstances (5 marks)
- iii. Explain the future Challenges before managers in Kenyan organizations? Giving suitable illustrations.(5Marks)
- iv. Examine major Characteristics of Professional Managers(5 Marks)

Question Three

- i. What are the advantages of performance Appraisal? (5 Marks)
- ii. Management is a distinct activity having the salient features. Discuss this characteristics giving suitable examples (10Marks)

- iii. What do you understand by the term "Levels of Management"? Explain with reference to an organization with which you are Familiar with (10Marks)

QUESTION FOUR

- i. Management starts from planning and ends up with controlling". Discuss this statement, giving suitable examples. (10Marks)
- ii. How do reward packages, such as pensions and share option schemes, help motivate the work force? (10Marks)

QUESTION FIVE

- i. Discuss the five functional areas of management (10Marks)
- ii. What is the System Approach to management? Explain the salient features of this approach. (10Marks)