



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE DEGREE OF MASTERS IN BUSINESS
ADMINISTRATION
1ST YEAR 1ST SEMESTER 2018/2019 ACADEMIC YEAR
MAIN CAMPUS

COURSE CODE: MBA 806

COURSE TITLE: MANAGEMENT PRINCIPLES AND PRACTICE

EXAM VENUE:

STREAM: MAIN

DATE:

EXAM SESSION:

TIME: THREE (3) HOURS

INSTRUCTION:

1. Answer any **FOUR (4)** 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 (15 marks)

- a. You are working as a manager in a steam company XYZ ltd. Due to the financial problem in the organization, company is unable to pay the salary from last two month .Due to this crises employees are in major grievance, leaving the job because of insecurity. This type of situation is facing by the company first time so there is no historic data available to solve the major problem. Employees are the asset for any organization, if grievance is not going to handle properly then is will going to harm the organization. As manager's work is also to solve the grievance in the organization.

Answer the following

- i. What steps should the manager take in this situation?
 - ii. —Here a manager becomes leader — Discuss
 - iii. What are the qualities of a manager? (**5 marks**)
- b. Explain the characteristics of the systems approach to management. (**5 marks**)
- c. What is planning? Discuss the nature of planning. (**5 marks**)

QUESTION TWO (15 marks)

- a. Define decision making. Explain at least four (4) types of decisions that manager make. (**5 marks**)
- b. Social Responsibility of business is a waste of time and resources. Discuss using appropriate examples. (**5 marks**)
- c. Describe the obligations of business towards the following segments of the society

- i. Owners/Shareholders
- ii. Customers
- iii. Employees
- iv. Government
- v. Suppliers (**5 marks**)

QUESTION THREE (15 marks)

- a. Differentiate between leadership and management. (**5 marks**)
- b. The Johari Window is a grid describes tendencies for facilitating or hindering interpersonal communication. Discuss the four “windows” that classifies an individual’s tendencies. (**5 marks**)
- c. What are the symptoms of groupthink and how can you prevent it? (**5 marks**)

QUESTION FOUR (15 marks)

- a. Organization is the backbone of management. Discuss using appropriate examples. (**5 marks**)
- b. What are the essentials of policy formulation? (**5 marks**)
- c. Explain in depth the significant contributions made by F.W. Taylor towards management. (**5 marks**)

QUESTION FIVE (15 marks)

- a. Describe the characteristics of control of managers in organization. (**5 marks**)
- b. Explain the principles and methods of directing “subordinates to active objects”. (**5 marks**)
- c. What are the different types of conflicts? What is the impact of conflicts on organizational employees? (**5 marks**)

QUESTION SIX (15 marks)

- a. What is the main function of “effective listening”? (**5 marks**)
- b. Illustrate the common organizational situations in which “effective listening” technique might be useful. (**5 marks**)
- c. What managerial skills are required at different levels of management and why? Briefly discuss the roles of top level executive in an organization. (**5 marks**)