



**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND
TECHNOLOGY
SCHOOL OF BUSINESS & ECONOMICS
UNIVERSITY EXAMINATION FOR THE CERTIFICATE OF BUSINESS
ADMINISTRATION WITH IT
1ST YEAR 1ST SEMESTER 2024/2025 ACADEMIC YEAR
MAIN CAMPUS**

COURSE CODE: BCA 2113

COURSE TITLE: FUNDAMENTALS OF BUSINESS MANAGEMENT

EXAM VENUE:

DATE:

DURATION:

INSTRUCTIONS

- 1. Answer QUESTION ONE(Compulsory) 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) Explain five importance of communication in a business environment. (10 marks)
- b) Give five reasons why employees resist change in an organization.(5 marks)
- c) Explain five challenges faced by managers as they carry out their duties. (5 marks)
- a) Explain the levels of management in an organization.(6 marks)
- b) Elaborate four qualities of a good manager. (4 marks)

QUESTION TWO

- a) Explain five importance of motivation in an organization. (10 marks)
- b) Clearly explain the communication process. (10 marks)

QUESTION THREE

- a) Give five positive effects of conflicts in an organization. (10 marks)
- d) Describe five functions of management (10 marks)

QUESTION FOUR

- a) Discuss the decision making process in an organization. (10 marks)
- b) Give five characteristics of an organization (10 marks)

QUESTION FIVE

- a) Explain five features of management (10 marks)
- b) Give five barriers of effective communication in organization.(10 marks)