

**COURSE TITLE: PRINCIPLES AND PRACTICE OF MANAGEMENT**

**COURSE CODE: BUSS 100**

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***Instructions:***

***Answer question ONE and any other TWO questions.***

**Question One**

▪ Define the term management and clearly show the salient features such a definition should have. (5mks)

▪ Identify and briefly explain the roles played by managers in organizations according to Henri Mintzberg. (10mks)

▪ Explain four functions of communication process. (4mks)

▪ Distinguish between cybernetics and non-cybernetic control systems in organizations. Give an example of each. (5mks)

▪ Identify and explains six qualities of a good leader in an organization. (6mks)

**Question Two**

▪ Briefly describe the contributions of pre- (10mks)

classical era in the development to management thought.

(10mks)

- Describe the open system model of organizations and give examples of its application.

### **Question Three**

(8mks)

- Identify and explain four contextual dimensions of the environment that make organizations differ from one another.

(12mks)

- Identify three main levels of management and explain in details the main activities of each of these levels.

### **Question Four**

(12mks)

- Organizations as function of management addresses three main issues, identify and briefly explain these issues.

(8mks)

- Coordination as a function of management presents four forms of activity interdependence. Explain these forms of interdependence.

### **Question Five**

(8mks)

- Identify and explain the steps followed by managers in decision making process.

(12mks)

- Describe various types of control system you are likely to find in UoN