



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION WITH
INFORMATION TECHNOLOGY**

CITY CAMPUS – REGULAR/EVENING

ABA 102: INTRODUCTION TO MANAGEMENT

Date: 9th June, 2017

Time: 5.30 - 8.30 pm

INSTRUCTIONS:

- Answer question ONE and any other THREE questions.



Question 1

a). "Management plays an important role in shaping the culture, survival and performance of a business organization". In View of this statement, explain the main importance of management to an organization. (5 marks)

b). In order to be effective in discharging their managerial roles, managers are supposed to arm themselves with some skills. Clearly describe these managerial skills citing necessary examples where applicable. (10 marks)

c). "Max Weber evolved an ideal type of bureaucracy as a superior form of organization". Describe any five limitations of bureaucracy. (10 marks)

Question 2

a). Evaluate the contributions of Taylor's scientific management theory in the development of management thoughts. (10 marks)

b). Elton Mayo was regarded as the farther of human relation approach. In view of this, draw at least five conclusions from Hawthorne experiments that highlight the major contributions in the field of human resource management today. (5 marks)

Question 3

a). Describe at least five barriers/obstacles to effective decision making in an organizational context. (5 marks)

b). "Controlling entails measuring the actual performance against the standards and taking any corrective action in case of deviations from standards". In view of this statements, describe any five importance of controlling to an organization. (10 marks)

Question 4

a). "Leadership style is a preferred manner of tackling task and employee related issues in an organization". In view of these, explain five ways in which managers can be effective in leading people in the organization. (10 marks)

Question 5

a). Describe ten management roles that will constitute manager's work as was conceived by Henry Mintzberg in 1970. (10 marks)

b). What are the merits of internal recruitment as one of the staffing function of management. (5 marks)

Question 6

a). Organizing is one the management function. Explain the steps involved in organizing as a function of management. (10 marks)

b). what are the elements of organizing function. (5 marks)