



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2016/2017

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

HOMABAY CAMPUS – REGULAR

ABA 102: INTRODUCTION TO MANAGEMENT

Date: 10th June, 2017

Time: 9.00 - 12.00pm

INSTRUCTIONS:

- Answer Question ONE and any other THREE
- Question one carries 25 marks and the rest carry 15 marks each.



QUESTION ONE

- a) Define management as a profession (2 Marks).
- b) Discuss characteristics of management (16 Marks).
- c) Explain the functions of supervisory management (7 Marks).
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QUESTION TWO

Discuss the landmarks in the development of management thought (15 Marks).

QUESTION THREE

- a) Explain the activities which are embraced by directing function of management (5 Marks).
- b) With an aid of a well labeled diagram, discuss an open system view of an organization (10 Marks).

QUESTION FOUR

- a) Describe the important traits which are related to effective leadership in the organizations (10 Marks).
- b) Use a suitable diagram to discuss the circular process of motivation (5 Marks)

QUESTION FIVE.

- a) Explain the maintenance and motivational factors as was expounded by Herzberg and his associates in the USA (10 Marks).
- b) Describe the qualities a leader must possess as given by Henri Fayol (5 Marks).

QUESTION SIX.

- a) Highlight the need and importance of management principles as given by Koontz and O'Donnell (5 Marks).
- b) Differentiate the managerial functions from operational functions of an organization (5 Marks).
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- c) Explain the forms of discrimination that women have continued to encounter at the work place (5 Marks).