



UNIVERSITY OF EMBU

2017/2018 ACADEMIC YEAR

SECOND SEMESTER EXAMINATIONS

**FIRST YEAR EXAMINATION FOR THE DEGREE OF MASTERS OF BUSINESS
ADMINISTRATION**

DSM 501: MANAGEMENT PRACTICE

DATE: APRIL 25, 2018

TIME: 2:00 PM – 5:00 PM

INSTRUCTIONS:

Answer Question any FOUR Questions.

QUESTION ONE (25 MARKS)

- a) You have been hired as manager in a firm that exports its product in many countries abroad. Discuss strategies that you would employ to build competitive advantage in the firm (15 marks)
- b) A manager can derive power from a variety of sources. Discuss (10 marks)

QUESTION TWO (25 MARKS)

- a) “Stress is critical factor in today’s organization”. Discuss this statement and propose strategies you as a manager can use to reduce to reduce stress in your employees. (15 marks)
- b) “Change is an alteration of status quo” Discuss the basic forces that alter this status and explain and justify Kurt Lewin’s three phase model of change (10 marks)

QUESTION THREE (25 MARKS)

- a) Discuss the principled-centered leadership as stipulated by Covey (10 marks)
- b) Discuss the potential benefits of an effective control systems and explain how controls can become dysfunctional (15 marks)

QUESTION FOUR (25 MARKS)

- a) “Conflict is a critical factor in today’s organization”. Discuss this statement and propose strategies that a manager can use to manage organization conflict in their organizations (15 marks)
- b) “An important determination of organization structure is strategy. Define both structure and strategy and show how the latter determines the former using an management theory (10 marks)

QUESTION FIVE (25 MARKS)

- a) Discuss how you would apply perception concept in management of human resource in your organization (7 marks)
- b) Discuss the types of communication and how you would overcome barriers of communication in an organization (18 marks)

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