



MASENO UNIVERSITY
UNIVERSITY EXAMINATIONS 2017/2018

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR THE
DEGREE OF BACHELOR OF SCIENCE IN INFORMATION AND
COMMUNICATIONS TECHNOLOGY MANAGEMENT**

MAIN CAMPUS

CIM 107: SELF MANAGEMENT AND LEADERSHIP

Date: 23rd February, 2018

Time: 3.30 - 6.30 pm

INSTRUCTIONS:

- Answer ALL questions in SECTION A and any other TWO from SECTION B
- Write your registration number on all sheets of the answer book used.
- Use a NEW PAGE FOR EVERY QUESTION attempted, and indicate number on the space provided on the page of the answer sheet.
- Fasten together all loose answer sheets used.
- Mobile phones and PDAs are NOT allowed in the examination room.



SECTION A: COMPULSORY QUESTION **{30 MARKS}**

QUESTION 1

- a. Value addition is the new competitive tool in gaining competitive advantage. How can employees add value to the organization they work for? **(6 Marks)**

- b. Define personal mastery and highlight Four of its benefits **(6 Marks)**

- c. List and briefly describe the determinants of expectations of employees from the employers that would facilitate productive engagement in the Work Place. **(6 Marks)**

- d. As an effective leader, briefly explain 6 ways with which you could reduce resistance to change **(6 marks)**

- e. Compare and contrast Characteristics of Transformational and Transactional Leaders **(6 Marks)**

SECTION B: ANSWER ANY TWO QUESTIONS {20 MARKS EACH}.

QUESTION 2:

- a) Within the Context of a Business organization Discuss the characteristics of an effective Leader. (6 Mark)
- b) There has been much debate as to whether Leader is synonymous with Management. From this debate clearly distinguish between a Leader and a Manager (14 Marks)

QUESTION 3

- a) Classify the seven habits of highly effective people under private victory, public victory or renewal. (8 Marks)
- b) Outline SIX reasons why resistance to change is such a common phenomenon. (6 Marks)
- c) Codependency is a condition that affects a large percentage of the adult population. Individual characteristics vary in degree from individual to individual. Define the term codependency and explain the patterns of behavior it includes. (6 Marks)

QUESTION 4

- a) Project failure especially in ICT is usually a very disconcerting experience for any organization. Using Path-Goal and Situation Leadership theories of Leadership Discuss how Business leaders can be in the fore front in ensuring the success of the any project within the Organization (10 Marks)
- b) Using the McKensie's Leadership Grid Discuss the FIVE types of management styles. (10 Marks)

QUESTION 5

- a) Identify and describe **FOUR** challenges and opportunities of ICT in Africa. **(16 Marks)**
- b) Your organization invited a consultant to give managers a talk on how to motivate employees. One of the points that was emphasized by the consultant was the importance of intrinsic motivation.
- i. Define and give examples of intrinsic motivation **(2 Marks)**
 - ii. Describe ways to increase intrinsic motivation **(2 Marks)**

End of Exam