



(Knowledge for Development)

KIBABII UNIVERSITY

**UNIVERSITY EXAMINATIONS
2018/2019 ACADEMIC YEAR**

**END OF SEMESTER EXAMINATIONS
YEAR TWO SEMESTER ONE EXAMINATIONS**

**FOR THE DEGREE OF
BACHELOR OF SCIENCE IN INFORMATION
TECHNOLOGY**

COURSE CODE : BIT 117
**COURSE TITLE : PRINCIPLES AND PRACTICE OF
IT MANAGEMENT**

DATE: 05/02/2019

TIME: 2.00P.M. – 4.00P.M.

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (30 MARKS)

- a. Define mission and vision of an organization and state the role they play in directing management activities. [3 marks]
- b. What is TOWS matrix? [2 marks]
- c. Job design is usually broad enough to accommodate people's needs and desires. State two important goals it achieves in an organization. [2 marks]
- d. Distinguish between authority and power and explain four different bases of power. [6 marks]
- e. Briefly explain the styles of leadership given below. [6 marks]
 - i. Dictatorial leadership
 - ii. Participative leadership
 - iii. Free-rein leadership
- f. Creativity is defined as the ability to produce new and useful ideas through the combination of known principles and components in novel and non-obvious ways. Explain the steps involved in the creativity process. [4 marks]
- g. With specific examples, differentiate between innovation and invention. [4 marks]
- h. Organizational change has to be managed on technological, social and economic dimensions. Elaborate. [3 marks]

QUESTION TWO (20 MARKS)

- a. Control is a fundamental management function that ensures work accomplishment according to plans. Analyze this statement and outline the various steps in control process. [10 marks]
- b. Enumerate in detail about the selection process which is widely followed in selecting IT professionals. Also highlight the different techniques used in selection process. [10 marks]

QUESTION THREE (20 MARKS)

- a. "Environment is a collection of all factors within the control of individual business and beyond the control of individual business" Analyze this statement with respect to the various environmental factors that a manager should consider in an organization. [10 marks]
- b. Discuss in detail the social responsibility of business towards its different stakeholders with specific reference to customers, shareholders and employees. [10 marks]

QUESTION FOUR (20 MARKS)

- a. Henry Fayol is a French industrialist whose contributions are termed as operational management or administrative management. He followed the "Classical Approach" to the evolution of management thought. Discuss his contributions to management in the IT context. [15 marks]
- b. With regard to Herzberg two-factor theory, differentiate between hygiene and motivational factors giving two examples in each case. [5 marks]

QUESTION FIVE (20 MARKS)

- a. What is planning? Explain briefly the steps involved in the planning process. [10 marks]
- b. Discuss the importance of organizing as a management function. [10 marks]