



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

MASTER OF BUSINESS ADMINISTRATION

BBA 820: MANAGERIAL FUNCTIONS

DATE: 12/8/2021

TIME: 8.30-11.30 AM

INSTRUCTIONS:

- i. Answer questions ONE and any other THREE questions. In total answer FOUR questions.
- ii. Use of relevant examples and real life cases is encouraged.

QUESTION ONE

- a) Using suitable examples briefly explain and discuss the importance of the following functions for modern institutions.
 - i. Planning function (5 marks)
 - ii. Organizing function (5 marks)
- b) Monitoring and controlling is the process of tracking and correcting organizational, departmental and individual performance to ensure that outcomes conform to the standard. Pick on an organization you are familiar with and using the organization discuss how monitoring and controlling has helped fast-track organizational performance. (10 marks)
- c) Using real life examples, discuss why the manager's role across organizations is changing. (5 marks)

QUESTION TWO

- a) Using good examples, briefly discuss what companies look for in managers (10 marks)
- b) Using relevant examples, discuss the expected roles of the
 - i. First line managers (5 marks)
 - ii. Middle line managers (5 marks)
 - iii. Top managers. (5 marks)

QUESTION THREE

- a) Citing appropriate examples and or case scenarios, discuss the dangers an organization ignoring the importance and embracement of planning is likely to experience. (10 marks)
- b) Using suitable examples, identify and briefly discuss each of the steps in the planning process. (15 marks)

QUESTION FOUR

- a) Ronald Reagan, the 40th president of the United States once said that “a great leader is not one who does the greatest things. He is the one who gets the people to do the greatest things”. Using appropriate examples, discuss this statement with reference to the attributes of an effective leader. (15 marks)
- b) Using examples, discuss benefits that an organization can enjoy by practicing effective customer service relationships (10 marks)

QUESTION FIVE

Assume you are working as a manager in a multicultural organization in Kenya. One of the key areas identified for attention through some feedback surveys is communication within and outside the organization.

- a) Using good examples identify and discuss five possible barriers to effective communication in the organization (15 marks)
- b) Make suggestions on how these barriers can be overcome. (10 marks)