



MACHAKOS UNIVERSITY COLLEGE

(A Constituent College of Kenyatta University)
University Examinations for 2015/2016 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

**DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT
SCIENCES**

**SECOND SEMESTER EXAMINATION FOR DEGREE IN BACHELOR OF
COMMERCE (HUMAN RESOURCE MANAGEMENT OPTION)**

BBA 301: HUMAN RESOURCE MANAGEMENT

Date:

Time:

INSTRUCTIONS

Answer Question One and any Other Two Questions

1.
 - a) Most organizations currently attach a lot of importance to the Human Resource Management function than they did in the past. Explain five factors that may account for this situation. (5 marks)
 - b) Explain five factors that may cause job dissatisfaction among employees in an organization. (5 marks)
 - c) Highlight five benefits that an organization may derive from filling vacant job positions with existing employees. (5 marks)
 - d) Explain the difference between induction and orientation. (4 marks)
 - e) Five reasons why organizations would find it worth to spend time and money on carrying out Performance Appraisal. (5 marks)
 - g) Outline the circumstances that may push/necessitate an organization to train its work force. (6 marks)

2. a) Although high labour turnover is often considered as unfavourable to an organization, it has certain benefits. Outline such benefits. (10 marks)
- b) Describe the Human Resource Planning process (10 marks)
3. a) Highlight five job related factors that should be included in a job description. (10 marks)
- b) Explain five objectives of an employee's fringe benefits policy in an organization. (10 marks)
4. a) Outline five measures that should be taken by an organization to reduce accidents at the workplace. (10 marks)
- b) Explain five measures that should be taken to ensure good human relations in an organization. (10 marks)
5. a) Outline external environment factors that may affect the performance of a business organization. (10 marks)
- b) Outline how essential data obtained from Job analysis is to an organization. (10 marks)



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FIRST SEMESTER EXAMINATION FOR DEGREE IN BACHELOR OF COMMERCE

BBA 200: ORGANIZATIONAL BEHAVIOUR

Date:

Time:

INSTRUCTIONS

Answer Question One and any Other Two Questions

1.
 - a) Outline the importance of studying organizational behaviour (5 marks)
 - b) Explain five factors that may cause Job dissatisfaction among employees in an organization. (5 marks)
 - c) Describe five stages of group formation/development (5 marks)
 - d) Explain five factors that influence personality (5 marks)
 - e) Outline at least ten ways through which organizations can improve communication and enhance its performance (10 marks)
2.
 - a) Explain clearly the difference between legitimate political power and illegitimate political power in organizations. (8 marks)
 - b) Describe the basic steps followed in the decision making process. (12 marks)
3. Explain the concept of organization structure highlighting why it is necessary for effective performance and how it may hinder performance. (20 marks)

4. a) Participation is an excellent method for identifying differences and resolving conflicts. What techniques can a manager use to resolve these conflicts?
(10 marks)
- b) Explain at least two styles of leadership outlining with examples, the difference between them.
(10 marks)
5. a) Explain five ways that hereditary factors can influence a person's personality.
(10 marks)
- b) Describe Maslow's hierarchy of needs theory as it applies to work motivation.
(10 marks)



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FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT

BBA 055: MANAGEMENT, ORGANIZATION THEORY

Date:

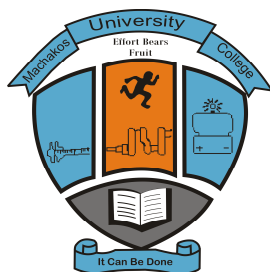
Time:

INSTRUCTIONS

Answer Question One and any Other Two Questions

1. a) Explain the meaning of organization and outline at least four types of organization structure. (10 marks)
 b) Explain the importance of business environment and the impact it has on the operations of any organization. (10 marks)
 c) Highlight the key elements to consider when designing an organization structure. (10 marks)
2. a) Explain the indicators of conflicts in an organization. (10 marks)
 b) Describe the process of decision making in an organization (10 marks)
3. a) Outline five basic types of power that can be used by leaders in the organization. (10 marks)

- b) Outline in detail the reasons why employees in an organization may resist change. (10 marks)
- 4. a) Explain the difference between management and administration. (10 marks)
- b) Explain how Maslow's needs hierarchy is applicable even today. (10 marks)
- 5. a) Outline the factors that influence personality. (10 marks)
- b) Explain with examples the difference between intrinsic and extrinsic motivation. (10 marks)



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FIRST SEMESTER EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT

BBA 414: MANAGEMENT OF PUBLIC ENTERPRISES

Date:

Time:

INSTRUCTIONS

Answer Question One and any Other Two Questions

1. a) Outline the importance of Managerial functions of management to organizations today. (10 marks)
 b) Describe the legal apparatus that govern the formation and operations of public enterprises. (10 marks)
 c) Explain in detail, how public enterprises generate their capital. (10 marks)
2. Explain, with examples the different public enterprises that enjoy monopoly and the benefits and limitations they derive from being a monopoly. (20 marks)
3. Outline in detail the management problems that public enterprises are experiencing in today's business world. (20 marks)
4. a) Explain the difference between management and administration (10 marks)

- b) Explain, with relevant examples the difference between public and private enterprises.
- 5.
- a) Explain the difference between financial and regulatory parastatals. Give examples to support your answer
 - b) Outline the external environment factors that may affect the performance of a public enterprise.