



MACHAKOS UNIVERSITY

University Examinations for 2018/2019 Academic Year
SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA 102: PRINCIPLES OF MANAGEMENT

DATE: 24/7/2019

TIME: 2:00 – 4:00 PM

INSTRUCTIONS: Answer Question ONE and any other TWO Questions.

QUESTION ONE (30 MARKS)

- a) Management. Art or science? Substantiate. (6 marks)
- b) A manager plays a decisional role in his organization, explain the activities that he undertakes under this role. (8 marks)
- c) Highlight four differences between the three classical theories. (4 marks)
- d) Explain five responsibilities that an organization has over its shareholders (10 marks)
- e) Highlight four barriers to effective communication. (2 marks)

QUESTION TWO (20 MARKS)

- a) Clearly describe an organization's external environment showing how it influences the activities of the organization. (10 marks)
- b) Explain five reasons why an organization should undertake performance appraisal (10 marks)

QUESTION THREE (20 MARKS)

- a) Describes the steps taken by manager in ensuring a successful implementation and monitoring of strategy. (10 marks)
- b) Explain five variables that should be considered in setting standards for control. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Explain the importance of planning to any organization. (10 marks)
- b) Explain five factors that affect the span of control in an organization. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the assumptions of McGregor's theory X and Y. (10 marks)
- b) Describe five factors that influence an individual's ethics. (10 marks)