



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

CERTIFICATE IN SUPPLIES CHAIN MANAGEMENT

1903/101: FUNDAMENTALS OF MANAGEMENT AND ENVIRONMENT

DATE: 4/11/2020

TIME: 8:30 – 11:30 AM

INSTRUCTIONS:

- ❖ ANSWER *ALL* THE QUESTIONS IN SECTION A AND ANY FOUR IN SECTION B
- ❖ ANSWER ALL QUESTIONS IN THE ANSWER BOOKLET PROVIDED
- ❖ ALL QUESTIONS TO BE ANSWERED IN ENGLISH

SECTION A (32 MARKS)

1. Explain three benefits that may be obtained by an organization from effective planning. (3 marks)
2. Highlight two functions that the top level of management may perform in an organization. (2 marks)
3. Outline three activities carried out by the lower level management (3 marks)
4. List four economic factors within the environment likely to affect operations of a business organization. (4 marks)
5. Give three characteristics of management. (3 marks)
6. Describe four types of skills that a manager should possess. (4 marks)
7. State three objectives of management (3 marks)
8. Explain meaning of
 - a) Conceptual skills (2 marks)
 - b) Design skills. (2 marks)

9. Explain three interpersonal roles of a manager in an organization. (3 marks)
10. Highlight three principles of management according to Henry Fayol (3 marks)

SECTION B (68 MARKS)

11. a) Explain four ways in which scientific management affects selection of employees at work (8 marks)
- b) Describe the limitations of applying the classical approach to management (9 marks)
12. a) Outline four limitations of division of work. (8 marks)
- b) Some organizations may be reluctant to apply the bureaucratic approach to management in its activities Highlight six such reasons that may contribute to organizations reluctance. (9 marks)
13. a) Outline four roles of a middle manager in relation to subordinates in an organization. (8 marks)
- b) Explain six functions of management. (9 marks)
14. a) State four advantages of division of labour as proposed by Max Weber. (8 marks)
- b) Describe the Elton mayo's contribution to management (9 marks)
15. a) State six challenges posed by informal groups in an organization. (9 marks)
- c) Highlight four reasons why an organization is referred to as a system. (8 marks)