



MACHAKOS UNIVERSITY

University Examinations for 2020/2021 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

FIRST YEAR SPECIAL/ SUPPLEMENTARY EXAMINATION FOR

BACHELOR OF COMMERCE

BBA102: PRINCIPLES OF MANAGEMENT

DATE: 26/3/2021

TIME: 8.30-10.30 AM

INSTRUCTIONS:

Answer Question ONE and any other TWO Questions.

SECTION A

QUESTION ONE (30 MARKS)

- a) Social responsibility refers to the manager's duty or obligations to make decisions that nurture, protect, enhance, and promote the welfare and well-being of stakeholders and society as a whole. Highlight **five** activities by managers that would be termed as being "socially responsible" (5 marks)
- b) Enumerate five characteristics of Theory of Bureaucracy as advanced by Max Weber (5 marks)
- c) Despite the huge workload that managers usually have in their organizations, some still find it difficult to delegate. Explain five reasons why such managers find it difficult to delegate. (5 marks)
- d) Performance Appraisal may either be formal or informal. Explain five reasons why this is an important process in any organization. (5 marks)
- e) Clearly show how Theory X and Theory Y by Douglas Mac Gregory influences a person's leadership style. (10 marks)

SECTION B

QUESTION TWO (20 MARKS)

- a) Five Forces Model by Michael Porter is a technique used by managers to isolate potential threats in their environment. Identify the five forces and explain how each helps in the planning process. (10 marks)
- b) The style of leadership a manager chooses to use greatly influences his/her effectiveness as a leader. Describe **four** leadership style that are at a leader's disposal. (10 marks)

QUESTION THREE (20 MARKS)

- a) Management exists within an environment. Explain **five** components of an organization's macro environment clearly showing how each component influences the organizations activities. (10 marks)
- b) Discuss **five** factors that determine the maximum number of subordinates who can be effectively managed by one person. (10 marks)

QUESTION FOUR (20 MARKS)

- a) With an aid of a diagram, explain how an organization can motivate an employee using the Maslow's Needs Hierarchy Theory (10 marks)
- b) Departmentalization is one of the elements of organizing. Explain five basis that an organization can use in undertaking this process. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain **five** benefits arising from Scientific Management School. (10 marks)
- b) Write short notes on the following terms as used in the planning function
- i) Purpose
 - ii) Vision
 - iii) Mission
 - iv) Objective
 - v) Strategy (10 marks)