

**JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND
TECHNOLOGY**

SCHOOL OF BUSINESS AND ECONOMICS

[BUSIA LEARNING CENTRE]

**EXAMINATION FOR THE DEGREE OF BACHELOR OF BUSINESS
ADMINISTRATION**

ABA 102: INTRODUCTION TO MANAGEMENT

DATE: August 2014

TIME: 2 Hours

INSTRUCTIONS:

1. This paper contains **FIVE** questions
2. Answer question **ONE** (compulsory) and any other **TWO** questions.
3. Question **ONE** carries **30 marks**. All the other questions carry **20 marks** each.
4. Do **NOT** answer more than **THREE** questions.

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QUESTION ONE (COMPULSORY)

- a) The Art of Management cannot be clearly understood without also thinking of Management as a Science. Explain. **(12 marks)**

- b) Distinguish between *Management* and *Administration*. **(8 marks)**

- c) Clearly explain the relationship between Organizational *Performance*, *Effectiveness* and *Efficiency*. **(10 marks)**

QUESTION TWO.

Evaluate the gains made in organizational management following the emergence of Human Relations Movement. **(20 marks)**

QUESTION THREE.

- a) Identify and discuss the multiplicity of *Management Roles* carried out by managers in organizations. **(10 marks)**

- b) Discuss planning in management in terms of its objectives, importance and limitations. **(10 marks)**

QUESTION FOUR.

- a) Decision making is the primary task of the manager. Explain the various steps in decision-making. **(10 marks)**
- b) Explain the principal factors that might influence the design of the structure of an organization **(10 marks)**

QUESTION FIVE

- a) Discuss the assertion that “ people only come to work for material gains hence managers have a declarative role to influence realization of organizational objectives against this misnomer” **(10 marks)**
- b) Delegation is the key to administrative effectiveness. Explain with clear illustrations. **(10 marks)**
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