



**MASENO UNIVERSITY**  
**UNIVERSITY EXAMINATIONS 2013/2014**

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR THE  
DEGREE OF BACHELOR OF BUSINESS ADMINISTRATION  
WITH INFORMATION TECHNOLOGY  
(MAIN CAMPUS)**

**ABA 102: INTRODUCTION TO MANAGEMENT**

*Date: 21<sup>st</sup> November, 2013*

*Time: 2.30 - 4.30 p.m.*

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**INSTRUCTIONS:**

- **Answer Question ONE (COMPULSORY) and any other TWO questions.**
- **Question one carries 30 marks and the rest 20 marks each.**

### **QUESTION ONE (COMPULSORY)**

- a) Define Management. **(2 Marks)**
- b) Explain the tasks and contribution of a manager. **(10 Marks)**
- c) Discuss the principles of Bureaucratic theory. **(8 Marks)**
- d) Describe the functions of Management. **(10 Marks)**

### **QUESTION TWO**

- a) Explain five types of leadership styles. **(10 Marks)**
- b) Discuss the Human Relations Theory and name its proponent. **(10Marks)**

### **QUESTION THREE**

- a) A manager is the dynamic life giving element in every business. Describe the essential skills needed by a manager. **(8Marks)**
- b) Describe the Mintzberg Ten management roles. **(10Marks)**
- c) Is Managing a Science or Art? Discuss. **(2Marks)**

### **QUESTION FOUR**

- a) Motivation is an important element of leadership. Explain how motivation can be carried out at the work place. **(10 Marks)**
- b) Abraham Maslow reasoned that human behaviour occurs when people try to satisfy needs, the assumption being that unsatisfied needs motivate behaviour. He formulated a theory of needs based on a hierarchical model. Using a diagram explain Maslow's hierarchy of need. **(6 Marks)**
- c) Give and explain any TWO characteristics of a sound plan. **(4Marks)**

**QUESTION FIVE**

a) Most groups are in a continuous state of change, but there is a general that describes how most groups evolve. Groups pass through standard sequence of four stages. Advance the four stages of group development. **(12 Marks)**

b) Explain four ways a manager can use to make a group more effective.

**(8 Marks)**