



MASEÑO UNIVERSITY
UNIVERSITY EXAMINATIONS 2013/2014

**FIRST YEAR FIRST SEMESTER EXAMINATIONS FOR BACHELOR
OF BUSINESS ADMINISTRATION WITH INFORMATION
TECHNOLOGY
(CITYCAMPUS - EVENING)**

ABA 102: INTRODUCTION TO MANAGEMENT

Date: 18th November, 2013

Time: 5.30 – 7.30pm

INSTRUCTIONS:

- Answer **QUESTION ONE** and any other **TWO** questions.

QUESTION ONE

- a) Discuss the various characteristics of management (12 marks)
- b) "Management is said to be both an art and a science". Discuss this statement (8 marks)
- c) Discuss Fredrick Taylor's scientific theory of management (8 marks)

QUESTION TWO

- a) "Planning function is a key factor in the management process because it permeates all other function". Discuss the advantages of planning as a management function. (10 marks)
- b) Discuss the various steps involved in controlling process (10 marks)

QUESTION THREE

"In his administrative theory, Henry Fayol identified the fourteen principles that has been widely accepted and must exist within every organization". Discuss these principles (20 marks)

QUESTION FOUR

- a) "To be able to provide effective leadership to his subordinates, a leader needs to have certain qualities". Discuss six qualities of a good leader (12 marks)
- b) "Often leadership and management are considered synonymous. However, there are significant differences between them". Explain the three main points of difference between them. (8 marks)

QUESTION FIVE

- a) Explain the managerial roles advanced by Mintzberg (10 marks)
- b) "Though the managerial functions are necessary at all levels of an organization, the relative significance of different functions may not be the same at all levels of management". With the help of diagrammatic representation, describe the mix of managerial functions at different levels of management. (10 marks)