

**ZU/WI/7/EXM/7**

**ZETECH UNIVERSITY**

**ACADEMIC YEAR 2014/2015**

**SPECIAL/SUPPLIMENTARY EXAMINATION FOR THE BACHELOR OF BUSINESS ADMINISTRATION AND MANAGEMENT**

**BBAM 102: PRINCIPLES OF MANAGEMENT**

**DATE: JULY 2015 TIME: 2 HOURS**

**INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

**QUESTION ONE**

(a) Management is multi-disciplinary. Highlight any four features/characteristics of management (4marks)

(b)The dynamic business environment exerts pressure on organization and its members. Identify and explains the external environmental factors that influence the activities of an organization (5 marks)

(c) Outline the need and importance of planning in management (7 marks)

(d)Highlight the benefits of an effective control system to an organization (6 marks)

(e) Efficient organization is the basis of successful enterprise. Discuss the purpose and importance of organizing (8 marks)

**QUESTION TWO**

(a) Explain the factors that determine the degree to which top management centralizes decision making authority (8 marks)

(b) Describe the skills required for management and show how they are related to management levels. (12 marks)

**QUESTION THREE**

(a) Evaluate the reasons why managers do not delegate authority and responsibilities to subordinates. (10 marks)

(b) Leadership is the process by which an executive directs guides and influences the work of others. Discuss the significance of leadership in management. (10 marks)

**QUESTION FOUR**

(a) Expound on the fourteen principles according to Henry Fayol. (14 marks)

(b) Demonstrate how Max weber’s principles of bureaucracy are applied in today’s organizations. (6 marks)