



**COLLEGE OF BUSINESS ,PEACE LEADERSHIP AND
GOVERNANCE**

**MMS 103 INTRODUCTION TO MANAGEMENT
END OF FIRST SEMESTER EXAMINATIONS**

NOVEMBER 2018

LECTURER: MR G MITI

DURATION: 3 HRS

INSTRUCTIONS

1. Do NOT write your name on the answer sheet.
2. Section A is COMPULSORY , and answer any two questions in Section B.
3. Begin your answer for each question on a new page.
4. Each question is worth a total of 20 marks.
5. Credit is given for neat, well-written and lucid work.

SECTION A (Answer **all** questions)

Question 1

- a) Distinguish between efficiency and effectiveness. Use examples to illustrate your answer. (4)
- b) Describe the importance of Planning, Organising, Leading and Controlling in management (12)
- c) Briefly describe a scenario when a manager plays an entrepreneurial role. (4)

SECTION B (Answer any **two** questions)

Question 2

Discuss how a modern day manager can apply the Administrative Management Principles of Henri Fayol to manage an enterprise in today's world. (20 marks)

Question 3

"Bureaucracy is the most effective way of managing an organisation." Discuss this assertion with reference to examples. (20 marks)

Question 4

What do you understand by Total Quality Management? (4 marks)

Give a brief description of five ways in which quality can be defined. (10 marks)

With the aid of examples distinguish between the focus of manufacturing quality and service quality. (6 marks)

Question 5

"Macgregor's Theory X and Theory Y are no longer applicable to management in the 21st Century" Discuss with reference to examples. (20)