



COLLEGE OF BUSINESS, PEACE LEADERSHIP AND GOVERNANCE

MMS 103 INTRODUCTION TO MANAGEMENT –NMMS 103

END OF FIRST SEMESTER EXAMINATIONS

JANUARY 2020

LECTURER: MR G. P. 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) Describe the key assumptions of Douglas McGregor's Theory X and Theory Y (10)
- b) Select one of the two theories above and explain why you think it would NOT apply to the management of an organisation that you know.(10)

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

Question 2

Discuss to what extent the Bureaucracy theory can be applied in managing modern day organisations. Use examples to illustrate your answer.

Question 3

Demonstrate how a modern day manager can use Abraham Maslow's hierarchy of needs to motivate employees.

Question 4

Today's business environment keeps changing at an increasing rate and organisations need to keep adapting to these changes. Assess the key causes of resistance to change by some employees. (10)
What advice would you give to a manager facing resistance to change in order for her to overcome this challenge?

Question 5

Discuss the key competencies that modern day managers need to acquire to be effective in a fast globalising environment?