



"Investing in Africa's Future"

COURSE TITLE: FACULTY OF MANAGEMENT AND ADMINISTRATION
INTRODUCTION TO MANAGEMENT - MMS 103
(PARALLEL)

SEMESTER 1: FINAL EXAMINATION - NOVEMBER 2013

LECTURER: Mrs MUPANDUKI_

TIME: 3 HOURS

INSTRUCTIONS

Answer **all questions** in sections **A** and **any three from Section B**.

Start each question on a new page in your answer booklet for section B.

The marks allocated to **each** question are shown at the end of the question.

SECTION A

ANSWER ALL QUESTIONS IN THIS SECTION

1. Briefly explain Taylor's four principles of management.(4marks)

2. Describe the skills that managers need to effectively perform their duties. (5marks)

3. The following terms are commonly met in management.

Clearly define each one of them.

- a. Gantt Chart (1mark)
- b. Goals, Objectives and Plans (3marks)
- c. Scenario planning (1mark)

4. Briefly explain each of Henri Fayol's 14 Principles (14marks)

5. Distinguish between effectiveness and efficiency. (5marks)

6. Describe a matrix structure and explain how it differs from a project structure. (6marks)

SECTION B

CHOOSE ANY THREE QUESTIONS

1. With the aid of a diagram, describe the general environment of an organization and explain fully why it is important for the manager to know this environment.(20marks)
2. Describe forecasting as a technique for assessing the environment (20 marks)
3. Explain in full the following contemporary motivation theories:
 - a. Reinforcement theory
 - b. Goal setting theory
 - c. ERG theoryWhat benefits do these theories have to the manager? (20marks)
4. Describe the steps in decision making (20marks)
5. Define corporate social responsibility. What are some of the arguments against Corporate Social Responsibility.(20marks)