



(A UNITED METHODIST RELATED INSTITUTION)
'Investing in Africa's Future'

FACULTY OF MANAGEMENT AND ADMINISTRATION

COURSE TITLE: INTRODUCTION TO MANAGEMENT – MMS 103 (Conventional)

SEMESTER 1: FINAL EXAMINATION – 13 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.

Credit will be given for logical, systematic and neat presentations.

SECTION A

ANSWER ALL QUESTIONS IN THIS SECTION

1 Who is a manager? Is there a distinction between a manager and a leader (5marks)

2. The following terms are commonly met in management.

Clearly define each one of them.

- | | |
|----------------------------------|----------------|
| a. Job enlargement | (1mark) |
| b. job enrichment | (1mark) |
| c. the Hawthorne effect | (1mark) |
| d. stakeholder | (1mark) |
| e. environmental scanning | (1mark) |

2. What are the characteristics of well defined goals? (10marks)

3. Define benchmarking and briefly explain the benchmarking process.(10marks)

4. Differentiate mechanistic and organic organization designs (10marks)

SECTION B

Choose any three questions

1. What contributions did Henri Fayol make to modern management? (20marks)

2. With the aid of a diagram describe the specific environment and explain fully why it is important for the manager to know this environment. (20marks)

3. Explain what planning is all about and show clearly why it is important for managers to plan. (20marks)

4. Define Corporate Social Responsibility. What are the arguments for Corporate Social Responsibility. (20marks)

5. Explain fully the following contemporary theories of motivation.

a. Expectancy theory

b. Equity theory

What benefits do these theories have to the manager? (20marks)

END OF PAPER



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FACULTY OF MANAGEMENT AND ADMINISTRATION

COURSE TITLE: MANAGEMENT THEORY AND PRACTICE – MMS 306 (PARALLEL)

SEMESTER 1: FINAL EXAMINATION – NOVEMBER 2013

LECTURER: Mrs MUPANDUKI

TIME: 3 HOURS

INSTRUCTIONS

Answer **all questions** in sections **A** and any three questions 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.

Credit will be given for logical, systematic and neat presentations.

SECTION A

ANSWER ALL QUESTIONS IN THIS SECTION.

- 1. Who are stakeholders? Explain why stakeholder relationship management is important. (5marks)**
- 2. Describe some of the characteristics of a charismatic leader.(5marks)**
- 3. Using the Reinforcement theory, show how behaviour could be modified. (10marks)**
- 4. Describe two main approaches that managers could use to achieve increased job satisfaction? (10marks)**
- 5. List some of the ways that could be used to institutionalise ethics in organizations.(5marks)**
- 6. Briefly explain how culture is transmitted in organizations. (5marks)**

SECTION B

Choose any three questions

- 1. Leadership must be seen in the context of group processes. Discuss this assertion.(20marks)**

2. Explain the difference between a group and a team. What characterises effective teams?
3. Describe the roles of the Chief Executive Officer (CEO) and outline qualities that could make an effective CEO. (20marks)
4. Describe what a manager could change in an organization and how he/she could deal with the ensuing resistance. (20marks)
5. Describe the two main drivers of globalization. (20marks)

END OF PAPER