



"Investing in Africa's Future"

Faculty of Management and Administration

MMS 103 INTRODUCTION TO MANAGEMENT

END OF FIRST SEMESTER EXAMINATIONS

NOVEMBER/DECEMBER 2016

LECTURER: MRS.T MUPANDUKI

DURATION: (3 HRS)

INSTRUCTIONS

1. Answer all questions in Section A and any *three* from Section B
2. All questions should start on a new page

SECTION A:

(ANSWER ALL QUESTIONS IN THIS SECTION)

1. Define management and explain the value of studying it.
(10marks)
2. Clearly distinguish between efficiency and effectiveness
(4 marks)
3. List the six key elements of organizational design.(6 marks)
4. Describe the skills that managers need to effectively perform their duties (10marks)
5. List the ten roles performed by managers according to Henry Mintzberg.(10marks)

SECTION B:

(ANSWER ANY THREE QUESTIONS FROM THIS SECTION)

1. With the aid of clear diagrams, describe the various components in an organization's specific and general environments and explain why it is important for a manager to know these environments. (20marks) ✓
2. Who are managers? Is there a distinction between a manager and a leader?(20marks) ✓
3. Explain the following contemporary Motivation theories:
 - i. Equity theory
 - ii. Expectancy theory (20marks)
4. Clearly explain why managers should plan.(20marks)
5. Who are stakeholders? With clear examples differentiate internal stakeholders from external stakeholders.(20marks) ✓