



"Investing in Africa's Future"

Faculty of Management and Administration

MMS 103 INTRODUCTION TO MANAGEMENT

SUPPLEMENTARY EXAMINATION January 2017

LECTURER: MRS.T MUPANDUKI

DURATION: (3 HRS)

INSTRUCTIONS

2. 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 why it is important to study it.
(10marks)

2. The following terms are commonly met in management.

Clearly define each one of them.

- i. scalar chain of command (1mark)
- ii. unity of command (1mark)
- iii. social responsibility (1mark)
- iv. ethics (1mark)
- v. learning organization (1mark)
- vi. stakeholder (1mark)
- vii. efficiency (1mark)
- viii. effectiveness (1mark)
- ix. goals (1mark)
- x. objectives (1mark)

3. Explain the various sources of power that a leader might possess.
(10marks)

4. List the ten roles performed by managers according to Henry Mintzberg.
(10marks)

SECTION B

ANSWER ANY THREE QUESTIONS FROM THIS SECTION.

1. Using the functional approach to management proposed by Henri Fayol, describe what a manager does. (20marks)
2. With the aid of a diagram, describe the various components in an organization's specific and general environment. (20marks)
3. Define Change and explain why people could resist Change. (20marks)
4. Describe any two Motivation Theories that you know and explain how they help managers understand motivation of employees. (20marks)
5. Describe the skills that managers need to effectively perform their duties. (20marks)