

2. Describe the various components in an organization's specific and general environment and explain why it is important for a manager to know these environments. **(20marks)**
3. Summarize the contributions of the Scientific Management advocates to today's management. **(20marks)**
4. Organizational design is the process of developing an organization's structure. Describe the six key elements involved in this process. **(20marks)**
5. Describe the Equity theory of Motivation and explain how they help managers understand motivation of employees. **(20marks)**

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**END**

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*"Investing in Africa's Future"*

## **FACULTY OF MANAGEMENT AND ADMINISTRATION**

**MMS103 INTRODUCTION TO MANAGEMENT  
END OF FIRST SEMESTER EXAMINATIONS**

**JUNE 2017**

**LECTURER: MRS T. MUPANDUKI**

**DURATION: 3 HRS**

### ***INSTRUCTIONS***

**ANSWER ALL QUESTIONS IN SECTION A**

**ANSWER ANY THREE QUESTIONS IN SECTION B**

**CLEAR AND NEATLY PRESENTED WORK WILL BE AWARDED  
MARKS FOR PRESENTATION**

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## SECTION A

### ANSWER ALL QUESTIONS IN THIS SECTION

1. Explain the value of studying Management (8marks)
2. The following terms are commonly met in management. Clearly define each one of them.
  - a. Scalar chain of command (2mark)
  - b. Span of control (2mark)
  - c. Unity of command (2mark)
  - d. Social responsibility (2mark)
  - e. Ethics (2mark)
  - f. Learning organization (2mark)
3. Explain the various sources of power that a leader might possess.  
(10marks)
4. Who are stakeholders? Differentiate internal stakeholders from external stakeholders. (6marks)
5. Define an organization (4marks)

## 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. What are some of the pitfalls of this Approach?  
(20marks)