



Machakos University College

(A Constituent College of Kenyatta University)

University Examinations 2013/2014 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ENTREPRENEURSHIP AND MANAGEMENT

SCIENCE

**FIRST YEAR SECOND SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF COMMERCE**

BBA 102: PRINCIPLES OF MANAGEMENT

DATE: 13/8/2014

TIME: 8:30 – 11:30 AM

INSTRUCTIONS

Answer Question 1 and any other two

Write clearly and neatly and give examples to support your answer

Question

- 1 (a) Highlight three functions of management (3 marks)
- (b) Explain five reasons why it is important for an organization to set clear objectives for its Activities (5 marks)
- (c) Explain five reasons why an increase in salary to employees may not necessarily motivate them. (5 marks)
- (d) Explain three benefits that members of an organization may derive from complying with the organization's code of conduct (3 marks)
- (e) Explain four indicators of interpersonal conflict among employees in an organization. (4 marks)
- (f) Explain five reasons that may make it necessary for an organization to embrace change. (5 marks)
- (g) Highlight five reasons essential requirements of a good control system (10 marks)

2. (a) Explain five essential requirements of a good control system. (10 marks)
- (b) Give five features of Bureaucracy as advocated by Max Weber. (5 marks)
3. (a) Highlight five benefits that an organization may derive from filling vacant job positions with existing employees. (10 marks)
- (b) Organizations are expected to be socially responsible to the society. Highlight five ways in which such responsibility may be demonstrated. (5 marks)
4. (a) Describe the steps that should be followed when carrying out a job analysis exercise. (10 marks)
- (b) Outline five challenges that are likely to be encountered by an organization when introducing modern technology in its operations (5 marks)