



Scott Christian UNIVERSITY

SCHOOL OF PROFESSIONAL STUDIES

**BACHELOR OF INFORMATION COMMUNICATION TECHNOLOGY/
BACHELOR OF BUSINESS INFORMATION TECHNOLOGY/
BACHELOR OF HOSPITALITY AND TOURISM MANAGEMENT/
BACHELOR OF LEADERSHIP AND MANAGEMENT**

**UNIT CODE/NAME: BCT 216/ BBIT 216/ BHT 310/ MGT 111:
PRINCIPLES OF MANAGEMENT**

September- December 2019/2020 End Semester Exam

- Time: 2 Hours

Instructions: Answer Question ONE (Compulsory) and any other TWO questions.

QUESTION ONE

- a) Describe the importance of management in an organization (4 Marks)
- b) Define the following terms (4 Marks)
 - i) Management
 - ii) Process re-engineering
 - iii) Total quality management
 - iv) Management function
- c) Theories and scholarly work have influenced management practice over the years. Name two classical theories and two neoclassical theories stating their main proponents and key tenets (6 Marks)
- d) Use Victor Vroom's Expectancy Theory to discuss employee motivation (6 Marks)
- e) Trace the history of management practice from classical, neo-classical and present time stating the theories involved and the gaps that each theory claimed to fill in the attempt to deliver good management in organizations (10 Marks)

QUESTION TWO

Discuss four main areas in which well managed teams/groups can influence achievement of an organization's goals (15 Marks)

QUESTION THREE

List at least four main functions of management and briefly explain the meaning and role of each function in managing an organization (15 Marks)

QUESTION FOUR

Employees perform better when they are motivated. With aid of motivation theories, discuss at least five factors that are likely to motivate employees to increase their performance in an organization (15 Marks)

QUESTION FIVE

State at least five different leadership styles that managers can use in an organization explaining how each style can influence the performance of the organization (15 Marks)