



PAN AFRICA CHRISTIAN UNIVERSITY

(BACHELOR OF BUSINESS INFORMATION TECHNOLOGY)

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DLM103 | DSM211

CAMPUS: ROYSAMBU

COURSE TITLE: PRINCIPLES OF MANAGEMENT
EXAM DATE: MONDAY, DATE (DDTH MONTH YEAR)

TIME: START HOUR – END HRS

INSTRUCTIONS

- This exam script has **TWO (2)** sections.
- Read all questions carefully before attempting.
- Answer All questions in Section **A** and any other THREE questions in Section **B**.
- None programmable calculators permitted
- Calculators on phones, tablets and computers are NOT permitted in Theory Papers

SECTION A

(Answer ALL questions in this section)

QUESTION 1

- a) Using PAC University as an example, explain any FIVE different organizational resources it uses. **(5 Marks)**
- b) Explain why organizations need managers. **(5 Marks)**

SECTION B

(Answer any THREE (3) questions in this section)

QUESTION 2

- a) Differentiate between a vision and a mission. **(2 Marks)**
- b) As a planning Strategist for XYZ company, explain the steps involved in the planning process. **(8 Marks)**

QUESTION 3

- a) Describe TWO business responsibilities towards the customers. **(2 Marks)**
- b) Explain FOUR reasons why it is important for a business to maintain good relations with its suppliers. **(8 Marks)**

QUESTION 4

- a) Explain TWO limitations of authoritarian decision-making style. **(2 Marks)**
- b) Discuss FOUR conditions under which authoritarian style would be more effective. **(8 Marks)**

QUESTION 5

- a) Using examples, discuss FIVE reasons why employees might resist change within organizations **(10 Marks)**

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QUESTION 6

- a) Explain Max Webers' Bureaucracy organization theory. **(5 Marks)**
- b) Using examples, discuss the sources of power and influence within organisation. **(5 Marks)**

End of Exam