



PAN AFRICA CHRISTIAN UNIVERSITY
END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELORS OF COMMERCE
BACHELOR OF BUSINESS LEADERSHIP
BACHELOR OF BUSINESS INFORMATION TECHNOLOGY
DIPLOMA IN SUPPLIES MANAGEMENT

MAY-AUGUST 2017

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BUS3113 | BCM104 | BIT203

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAM DATE: TUESDAY 25th JULY 2017

TIME: 9.00AM – 12.00PM

INSTRUCTIONS

- Read all questions carefully before attempting.
- Write your **student number** on the answer booklet provided.
- This examination script consists of **Six (6)** questions.
- Answer question ONE and ANY other four Questions.

QUESTION ONE

- a) Explain any two types of managerial skills. (4 marks)
- b) Describe four factors that affect ethical behavior in an organization. (8 marks)
- c) Discuss five characteristics of effective communication in an organization (10 Marks)
- d) Explain five causes of resistance to change (10 Marks)
- e) Discuss the four functions of management in an organization (8 marks)

QUESTION TWO

- a) Discuss five ways in which ethical behavior in an organization can be improved (10 Marks)
- b) Explain various factors to consider while planning and implementing change in an organization (5 marks)

QUESTION THREE

- a) Discuss five characteristics of constructive feedback (10 Marks)
- b) Giving a relevant example, explain two major objectives of operations management (5 Marks)

QUESTION FOUR

- f) Discuss five forms of resistance to change in an organization (10 Marks)
- g) Giving a relevant example, explain the importance of producing goods at the right time (5 Marks)

QUESTION FIVE

Production and operations management

- a) Describe five ways in which manufacturing operations can be distinguished from the service operations. (10 marks)
- b) Discuss various reasons as to why effective communication in an organization is important (5 Marks)

QUESTION SIX

- a) Discuss the five approaches that guide managers in ethical decision making (10 marks)
- b) Explain any two management theories (5 Marks)

