



PAN AFRICA CHRISTIAN UNIVERSITY

(BACHELOR OF BUSINESS INFORMATION TECHNOLOGY)

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: BCIT203 | BIT203 | BUS3113 | BCM104

CAMPUS: ROYSAMBU

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

TIME: DAY

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

Imagine that you are the founding entrepreneur of a software company that specializes in developing games for mobile devices. Customer demand for your games has increased so much that over the last year your company has grown from a busy one-person operation to one with 16 employees. In addition to yourself, you employ six software developers to produce the software, three graphic artists, two computer technicians, two marketing and sales personnel, and two assistants. In the next year you expect to hire 30 new employees, and you are wondering how best to manage your growing company.

- a) From the case above, explain the most effective way of growing your business using:

- i. Webers' Principles
- ii. Fayols' Principles

(3 Marks)

(4 Marks)

- b) Explain THREE reasons why you would group your employees to work in teams.

(3 Marks)

SECTION B

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

QUESTION 2

- a) Using examples, clearly explain FIVE characteristics associated with management in organization. **(5 Marks)**
- b) Discuss the importance of management in the modern business. **(5 Marks)**

QUESTION 3

- a) Discuss why organizing function is important to a company. **(2 Marks)**
- b) Designing organizational structures is part of organizing. Using examples describe FOUR types of departmentalization. **(8 Marks)**

QUESTION 4

- a) Explain TWO limitations of laissez-faire decision-making process. **(2 Marks)**

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- b) Discuss FOUR conditions under which laissez-faire style would be more effective. **(8 Marks)**

QUESTION 5

- a) Management process is premised upon pillars best known as the Functions of management. Discuss this statement. **(10 Marks)**

QUESTION 6

- a) Explain TWO contributing trends which are likely to impact managerial work in the future. **(2 Marks)**
- b) A restaurant wants to improve the service provided to its customers. One of the targets is to reduce the waiting time for serving the food after the customer places an order. Discuss how you would use a controlling system to measure the efficiency of service and customer satisfaction. **(8 Marks)**

End of Exam