



PAN AFRICA CHRISTIAN UNIVERSITY

**END OF SEMESTER EXAMINATION FOR THE DEGREE OF
BACHELOR OF BUSINESS LEADERSHIP
BACHELORS OF COMMERCE
DIPLOMA IN SUPPLIES MANAGEMENT**

JANUARY-APRIL 2017

CAMPUS: ROYSAMBU

DEPARTMENT: BUSINESS

COURSE CODE: BCM104 | BIT203 | DSM211 | BUS3113

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAM DATE: MONDAY 3rd APRIL 2017

TIME: 9.00AM –12.00PM

INSTRUCTIONS

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

QUESTION ONE

- a) Explain the following terms:
 - i. Perceived performance gap (5 Marks)
 - ii. Ethical dilemma (5 Marks)
- b) Giving a relevant example describe how a manager can use the utilitarian approach to justify his actions as ethical (5 Marks)
- c) Discuss five characteristics of constructive feedback (10 Marks)
- d) Formulate five objectives managers of a cafeteria would strive to achieve (10 Marks)

QUESTION TWO

- a) Explain the importance of producing goods at the right manufacturing cost (5 Marks)
- b) Discuss five forms of resistance to change in an organization (10 Marks)

QUESTION THREE

- a) Describe how perception can result to poor communication (5 Marks)
- a) Explain five functions of management in an organization (10 Marks)

QUESTION FOUR

- a) Giving a relevant example, explain how code of ethics can improve ethical behavior in an organization (5 Marks)
- b) Describe five characteristics of a good decision support system (10 Marks)

QUESTION FIVE

- a) Giving a relevant example, explain the importance of management in an organization (5 Marks)
- b) Describe five demerits of a good decision support system (10 Marks)

QUESTION SIX

- a) Giving a relevant example, explain two major objectives of operations management (5 Marks)
- b) Discuss five characteristics of effective communication in an organization (10 Marks)