

**PAN AFRICA CHRISTIAN UNIVERSITY
EXAMINATIONS PAPER**



PAN AFRICA CHRISTIAN UNIVERSITY

**BACHELOR OF BUSINESS INFORMATION TECHNOLOGY AND BACHELOR
OF SCIENCE IN INFORMATION TECHNOLOGY**

END OF SEMESTER EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DSM211 | DLM103

CAMPUS: ONLINE

COURSE TITLE: PRINCIPLES MANAGEMENT

EXAM DATE: TUESDAY, XXXX, DECEMBER, 2024

TIME: 6.30-8.30PM

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

Read the case below and answer the following questions:

John, Nixon and Angela are three friends. They work in the same company. They are managers but they belong to three different levels of management. Every day they meet and discuss their work with each other.

One day they were having a conversation.

John said, "These days I am having a lot of problems motivating the people at Shop Floor. I have decided to purchase two new machines. I know I will have to set an example by being the best leader."

Nixon said, "I am having problem with knowing the exact requirements of employees in my department. Different polices have to be informed to the employees so that they become aware of our company's goals. I also have to coordinate with other departmental heads to know their requirements."

Angela said, "I have to decide for long term. I know I will be ultimately responsible for every activity. All the policies and strategies require a lot of planning before formulation and implementation."

a) In the above case discuss the different levels of management these three friends belong to:

- | | |
|-------------|------------------|
| i. John | (2 Marks) |
| ii. Nixon | (2 Marks) |
| iii. Angela | (2 Marks) |

b) Using examples, explain to Angela the difference between policy and procedure in the planning process. **(2 Marks)**

- c) John said, "I know I will have to set an example by being the best leader."
Comment on this statement. **(2 Marks)**

SECTION B

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

QUESTION 2

- a) Discuss THREE ways companies can manage ethics with reference to key stakeholders. **(6 Marks)**
- b) Skills is what separates good managers from others, describe TWO skills which effective managers have. **(4 Marks)**

QUESTION 3

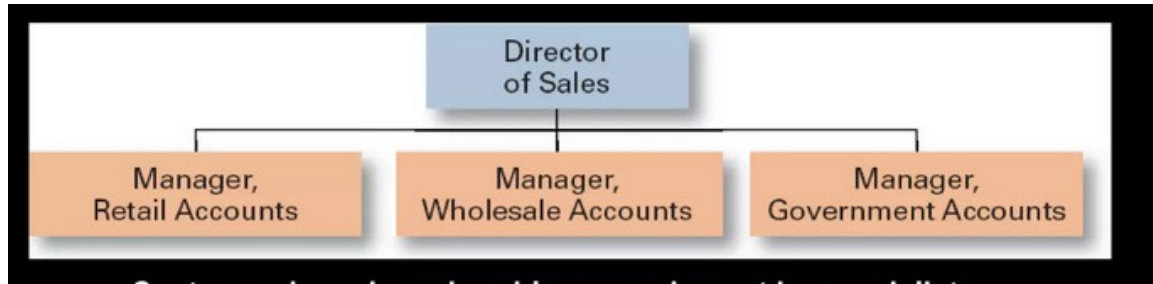
I.



II.



III.



- a) Using the above diagrams, identify the type of organizational structures and for each state its advantage. **(6 Marks)**

- b) State FOUR factors that would influence the span of control in an organization.

(4 Marks)

QUESTION 4

- a) Imagine that you have spotted an excellent location and you want to set up a new car dealership in your local area. Using the planning process, explain how you would set up your business. **(8 Marks)**
- b) State TWO limitations you might encounter in your planning process in (a) above. **(2 Marks)**

QUESTION 5

The management of Wote Limited has adopted the bureaucratic principles of management as advocated by Max Weber. Discuss FIVE ways in which the company is likely to benefit from this adoption. **(10 Marks)**

QUESTION 6

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a) Using examples, discuss FOUR conditions under which laissez-faire style would be more effective. **(8 Marks)**

b) James has not been handling one portion of his duties in a satisfactory manner. As a result, his manager threatens to withhold his promotion. Explain the type of power used by the manager. **(2 Marks)**

End of Exam