



PAN AFRICA CHRISTIAN UNIVERSITY

(BACHELOR OF BUSINESS INFORMATION TECHNOLOGY)

END OF TERM EXAMINATION

DEPARTMENT: COMPUTING & INFORMATION TECHNOLOGY

COURSE CODE: DLM 103

CAMPUS: ROYSAMBU

COURSE TITLE: PRINCIPLES OF MANAGEMNET
EXAM DATE: WEDNESDAY, 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

Allocate the following tasks to the most appropriate key management function by writing the tasks under the correct function. **(10 Marks)**

1.Motivating staff	6.Monitoring production levels
2.Ordering materials	7.Inspiring workers to meet targets
3.Allocating staff to tasks	8.Establishing objectives
4.Modelling expected behaviour	9.Allocating resources to tasks
5.Comparing output against targets	10.Formulating vision/mission statement

Planning	
Organizing	
Leading	
Controlling	

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

QUESTION 2

- a) Discuss the applicability of Maslow Hierarchy of needs when motivating staff in an organization. **(10 Marks)**

QUESTION 3

- a) You've been employed as a Chief Executive officer (CEO) in XYZ Company Ltd. Explain five leadership styles which you can apply to lead people in your organization. **(5 Marks)**

**PAN AFRICA CHRISTIAN UNIVERSITY
EXAMINATIONS PAPER**



b) Explain the importance of leadership in management.

(5 Marks)

QUESTION 4

a) A manager should be rich in terms of skills, in order to manage an organisation effectively and efficiently. Discuss, in respect of this statement. **(6 Marks)**

b) Justify why many organizations are currently putting a lot of effort on team work.

(4 Marks)

QUESTION 5

a) Effective managers should monitor and evaluate to ensure a good control system. Explain the essentials of a good control system. **(6 Marks)**

b) Discuss the steps involved in the control process.

(4 Marks)

QUESTION 6

a) Differentiate between ethics and morality in business. **(1 mark)**

b) Explain THREE social responsibilities a manufacturing firm should have to the following

- i. Customers **(3 Marks)**
- ii. Employees **(3 Marks)**
- iii. Shareholders **(3 Marks)**

End of Exam