

PAC UNIVERSITY
BCM106/BSIT203: PRINCIPLES OF MANAGEMENT
END OF TRIMESTER EXAMINATION, MAY - AUGUST 2024

Time allowed: 3 Hours

Instructions

Answer **Question one** and **any three questions**.

QUESTION ONE - Compulsory

- a. Define
 - i. Formal organization (1 marks)
 - ii. Informal organization (1 marks)
- b. Describe the **four steps** in organizing as a function of management (8 marks)

Answer **any three questions**

QUESTION TWO

- a) Explain employee motivation (2 marks)
- b) Describe the application of setting and equity theories in employee motivation (8 marks)

QUESTION THREE

- a) Employees who feel empowered believe that their work is meaningful. As the CEO of Zawadi Properties Ltd., explain five approaches you would use to empower your employees (5 marks)
- b) Discuss five reasons why SMART goals motivate (5 marks)

QUESTION FOUR

Explain **five** functions of communication in the organization (10 marks)

QUESTION FIVE

- a. Define Management (1 mark)
- b. Mintzberg suggested that specific actions or behaviors expected of and exhibited by managers comprise of **three** specific roles. Briefly explain them. (9 marks)

QUESTION SIX

Imagine that you have been newly appointed to lead a company that has about three hundred employees in its payroll. After going through the employee quarterly evaluation forms, you realize that majority of the employees are demoralized because of unsatisfied needs and soon or later they might leave the organization.

- a. Explain five approaches you can use to boost the morale of the employees. (5 marks).
- b. Describe the steps in decision making process (5 marks)