



*(Knowledge for Development)*

**KIBABII UNIVERSITY**

**(KIBU)**

**UNIVERSITY EXAMINATIONS  
2020/2021 ACADEMIC YEAR**

**MAIN EXAMINATIONS  
YEAR TWO SEMESTER ONE EXAMINATIONS  
FOR THE DEGREE OF  
BACHELORS OF SCIENCE  
(INFORMATION TECHNOLOGY)**

**COURSE CODE: BIT 217**

**COURSE TITLE: ~~COMP~~ PRINCIPLES AND PRACTICES  
OF IT MANAGEMENT**

**DATE: 22/06/2021**

**TIME: 9.00 A.M. – 11.00 A.M.**

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**INSTRUCTIONS TO CANDIDATES**

**ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS**

### QUESTION ONE (COMPULSORY) [30 MARKS]

- (a) Differentiate between Manager and leader [2 marks]
- (b) Contrast the actions of managers according omnipotent and symbolic views [2 marks]
- (c) Explain the statement that manager need to add value to an organization [4 marks]
- (d) Describe any two ways that you can motivate your staff [4 marks]
- (e) Discuss the statement one is born a manager but cannot learn how to be one [4 marks]
- (f) For an IT company to maintain a competitive advantage it's the technology not skilled personnel that is important [2 marks]
- (g) Distinguish between creativity and innovation [4 marks]
- (h) Explain why as manager you require to be an entrepreneur [4 marks]
- (i) With aid of diagram illustrate a simple organization structure of Directorate of ICT in a University [4 marks]

### QUESTION TWO [20 MARKS]

- (a) List any two Benefits of "Good" Stakeholder Relationships [2 marks]
- (b) Contrast between weaker versus strong organization culture [4 marks]
- (c) Illustrate the dimension of an organization culture [8 marks]
- (d) Discuss any constraint that affect performance of manager [6 marks]

### QUESTION THREE [20 MARKS]

- (a) With aid of examples outline three levels of decision making and at each level state who makes such decision. [6 marks]
- (b) Explain any three decision making models [6 marks]
- (c) Discuss any four of seven management styles [8 marks]

### QUESTION FOUR [20 MARKS]

- (a) Discuss the statement that Research has shown that over half of the decisions made within organizations fail. [4 marks]
- (b) Discuss any three that you can use as manager to enhance creativity in your team [6 marks]
- (c) Communication is key for one to be an effective manager discuss the five communication skills that you need as manager. [10 marks]

### QUESTION FIVE 20 [MARKS]

- (a) Explain any four components of an organization strategy [8 marks]
- (b) Discuss the four main function of a manager [16 marks]
- (c) Discuss why as IT student learning of Management principles is important [4 marks]