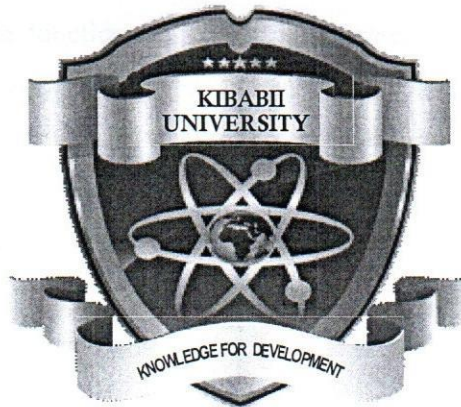


**KIBABII UNIVERSITY**



**UNIVERSITY EXAMINATIONS  
SPECIAL/SUPPLEMENTARY EXAM**

**2019/2020 ACADEMIC YEAR**

**FIRST YEAR FIRST SEMESTER**

**FOR THE DEGREE OF MASTER OF BUSINESS  
ADMINISTRATION**

**COURSE CODE: MBA 802**

**COURSE TITLE: MANAGEMENT PRACTICE**

**DATE: 04/02/2021**

**TIME: 11.00 AM – 2.00PM**

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**INSTRUCTIONS TO CANDIDATES**

- Answer question **ONE** (compulsory) and any other **THREE** questions
- Question **ONE** attracts **40** marks
- Time allowed is **THREE** hours
- All other questions attract equal marks (**20** marks)

## QUESTION ONE

I. One of the main functions of senior management is the setting of corporate strategy and objectives of organisations. With the aid of examples, evaluate how this directly influences human resource planning **(10 marks)**

II. a). Decision Making is the cognitive process of reaching a decision. It is a position or opinion or judgment reached after consideration. With the aid of examples, evaluate the ways in which employees can participate in decision making **(10 marks)**

b). Appraise the main benefits that such a process could achieve for employees and the Company **(5 marks)**

III. Discuss five challenges that managers face in motivating today's workforce and ways in which these challenges can be overcome **(15 marks)**

## QUESTION TWO

Describe the basic assumptions made by F.W. Taylor on which the school of scientific management thought was founded. Do you consider that there is any justification for calling Taylor the "father of scientific management"? Give reasons for your answer **(20 marks)**.

## QUESTION THREE

I. Why is it important to study the various management theories that have been developed? **(5 marks)**

II. Describe the implications of the following theories for managing people at work in an organization like Kibabii University

a. Administrative Management **(5 marks)**

b. Bureaucratic Management **(5 marks)**

c. Behavioural Perspective **(5 marks)**

#### QUESTION FOUR

(a) You have been appointed as Training and Development Manager of a highly competitive company which operates in East, Central and West Africa. The Board of Directors decided that you train all the employees to cope with emerging trends in the business environment. Analyse how **external environmental factors** affect the business operations **(20 marks)**.

#### QUESTION FIVE

(a) Formal and informal organization helps in bringing efficient working organization and smoothness in a concern. Within the formal organization, the members undertake the assigned duties in cooperation with each other. They interact and communicate amongst themselves. *With suitable examples, discuss the differences between Line & Staff organization (10 marks)*.

(b) Management by Objectives (MBO) is a process of agreeing upon objectives within an organization so that management and employees agree to the objectives and understand what they are in the organization. *In this context, describe the **PROCESS** of Management by Objective and how it can be used to plan work and set targets (10 marks)*