



(Knowledge for Development)

KIBABII UNIVERSITY

(KIBU)

**UNIVERSITY EXAMINATIONS
2017/2018 ACADEMIC YEAR**

**END OF SEMESTER EXAMINATIONS
YEAR TWO SEMESTER ONE EXAMINATIONS**

**FOR THE DEGREE OF
BACHELOR OF SCIENCE
(INFORMATION TECHNOLOGY)**

**COURSE CODE : BIT 217
COURSE TITLE : PRINCIPLES AND
PROACTICES IN IT MANAGEMENT**

DATE: 04/10/2018

TIME: 3.00P.M. – 5.00P.M.

INSTRUCTIONS TO CANDIDATES

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE (30 MARKS)

- a). Henry Fayol is a French industrialist whose contributions are termed as operational management or administrative management. He followed "The Classical Approach" to the evolution of management thought. Outline FOUR contributions he made. [4 marks]
- b). Discuss the THREE levels of management hierarchy clearly stating what is done at each level. [6 marks]
- c). Managerial planning seeks to achieve a coordinated structure of operations". Explain. [2 marks]
- d). Decision-making is the essence of management as it determines the extent to which success is achieved. Outline TWO types of decisions made by managers. [4 marks]
- e). What do you understand by informal organization? How does it differ from a formal organization? [4 marks]
- f). Delegation and decentralization are interchangeable terms in management and organization theory. Explain. [2 marks]
- g). Explain the steps followed by managers in employee selection procedure. [4 marks]
- h). There are four sources of motivation. Which source do you think is the most suitable in a free economic society as ours and why? [4 marks]

SECTION B

QUESTION TWO (20 MARKS)

- a). Describe in detail the steps involved in the planning process. [10 marks]
- b). Elaborate TWO ways through which managers can practice creativity and innovation in their establishments. [4 marks]
- c). Explain any THREE sources of power for a person exerting influence as proposed by French and Raven. [6 marks]

QUESTION THREE (20 MARKS)

- a). Explain in detail the ERG theory of motivation. How does it significantly differ from Maslow's model of motivation? [8 marks]
- b). Describe in detail Vroom's Expectancy Model of motivation. How are the various factors in the model related to each other? What happens to motivation if one of these factors does not exist? Give examples. [8 marks]
- c). Outline FOUR essential characteristics of decision making. [4 marks]

QUESTION FOUR (20 MARKS)

- a). Control is a fundamental management function that ensures work accomplishment according to plans. Analyze this statement and outline the various steps in control process. [9 marks]
- b). Organizational change has to be managed on technological, social and economic dimensions. Elaborate. [3 marks]
- c). What are the behavioural implications of control? Discuss THREE methods of overcoming the behavioural problems of control. [8 marks]

QUESTION FIVE (20 MARKS)

- a). Explain the nature and importance of organization. [5 marks]
- b). Discuss the following forms of organization giving two merits of each.
 - i). Line organization. [5 marks]
 - ii). Line and staff organization. [5 marks]
- c). What are the important steps in the process of organization? [5 marks]