

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR FIRST YEAR FIRST SEMESTER

MAIN EXAMINATION

FOR THE DEGREE OF MASTER OF BUSINESS
ADMINISTRATION AND FOR THE DEGREE OF
MASTER OF BUSINESS ADMINISTRATION WITH
IT

COURSE CODE: MBA 802/MBT 811

COURSE TITLE: MANAGEMENT PRACTICE

DATE: 07/06/2022 TIME: 9.00AM – 12.00AM

INSTRUCTIONS TO CANDIDATES

- ANSWER QUESTION ONE (COMPULSORY) AND ANY OTHER THREE QUESTIONS
- QUESTION ONE ATTRACTS 40 MARKS
- ALL OTHER QUESTIONS ATTRACT EQUAL MARKS 20 MARKS
- TIME ALLOWED IS THREE HOURS

QUESTION ONE

Read the case study below and answer questions that follow

CASE: A CASE STUDY ON THE IMPACTS OF COVID-19 PANDEMIC IN ORGANIZATIONS

The effects of COVID-19 are far reaching and have caused unprecedented change. Businesses and organizations face economic and operational uncertainty across every industry and sector. Now more than ever is the time to understand compliance, adjust expectations, renew focus and reposition in the wake of the next normal. Organizations are searching for information as they make the next critical choice.

Business leaders are facing a time of great change and reinvention. The impacts of COVID-19 have touched nearly every facet of an organization, from payroll to auditing standards to how organizations conduct day-to-day operations. While the effects of COVID-19 are far reaching, how they impact each industry is unique. Manufacturers are grappling with supply chain issues. Financial institutions are trying to make sense of relief provision funding in the wake of continually released guidance. Healthcare organizations are simultaneously grappling with a decrease in budgets and an increase in patients as they stand on the front lines of the pandemic. Almost overnight, many organizations shut their doors and turned remote to conduct business. While much can be learned from the efficiencies and outcomes of remote work, there's a significant amount of risk. Quick decisions have led to cyber and business security threats, as well as an increased need for compliance. Remote working may be the new normal for the foreseeable future, so there's much to consider to get it right.

- a) What are the potential impacts of COVID-19 pandemic on the organizations after the pandemic? **(20 marks)**
- b) What are some potential strategies for dealing with the impacts of COVID-19 pandemic and for improving resilience in organizations? **(20 marks)**

QUESTION TWO

- a) Decision making is a skill that cuts across everything managers do. Managers have to decide what to produce, how to produce, how to motivate, how to control and so on. Explain the Step involved in Decision Making **(10 marks)**.
- b) Organizing is the function of management which follows planning. It is a function in which the synchronization and combination of human, physical and financial resources takes place. Describe the steps involved in performing any Organizational Activity **(10 marks)**

QUESTION THREE

- a) "Management is an art of getting things done through and with the people in formally organized groups". Elucidate on this statement **(10 marks)**
- b) Directing is said to be a process in which the managers instruct, guide and oversee the performance of the workers to achieve predetermined goals. Explain why Directing is said to be the heart of management process. **(10 marks)**

QUESTION FOUR

- a) Explain Bureaucratic Management and its Characteristics **(10 marks)**
- b) Controlling is a systematic exercise which is called as a process of checking actual performance against the standards or plans with a view to ensure adequate progress and also recording such experience as is gained as a contribution to possible future needs. Explain the Controlling Process to an organization like Nzoia Sugar Company Limited **(10 marks)**

QUESTION FIVE

- a) Masters' students at Kibabii University had a heated debate on the differences between Authority and Responsibility and they failed to come to a consensus. Help these students in distinguishing between Authority and Responsibility **(10 marks)**
- b) Social responsibility is the duty of business to contribute to the well-being of society. Many of the decisions that business owners make affect not only the business but the community in which the business exists. One way that businesses demonstrate social responsibility to their communities is by contributing money to local educational, cultural, and training programs. Discuss other methods that Businesses can use to demonstrate social responsibility toward their employees, customers, and stockholders. **(10 marks)**