



(Knowledge for Development)

KIBABII UNIVERSITY

(KIBU)

UNIVERSITY EXAMINATIONS

2023/2024 ACADEMIC YEAR

END OF SEMESTER EXAMINATIONS

SECOND YEAR FIRST SEMESTER

FOR THE DEGREE OF BACHELOR OF SCIENCE

(INFORMATION TECHNOLOGY)

COURSE CODE: BIT 217

COURSE TITLE: PRINCIPLES OF IT MANAGEMENT

DATE: 4/12/2023

TIME: 2.00 P.M. – 4.00 P.M.

INSTRUCTIONS

ANSWER QUESTIONS ONE AND ANY OTHER TWO.

QUESTION ONE [COMPULSORY](30 MARKS)

- (a) What is management? [2 marks]
- (b) Define a management system. [2 marks]
- (c) Describe the ethics and social responsibility of management. [4 marks]
- (d) Explain the statement that Manager should add value to the organization [4 marks]
- (e) Explain environment constraint of manager [4 marks]
- (f) Discuss employee motivation [4 marks]
- (g) Discuss how to manage teams [4 marks]
- (h) Discuss elements of good communication [6 marks]

QUESTION TWO (20 MARKS)

- (a) Discuss elements of good communication [10 marks]
- (b) Discuss how ICT can affect strategic communication [10 marks]

QUESTION THREE (20 MARKS)

Discuss with examples FIVE actions of a manager and illustrate how it differs from those of a leader

QUESTION FOUR (20 MARKS)

Discuss any five leadership styles used in management

QUESTION FIVE (20 MARKS)

Discuss the four functions of management