PAN AFRICA CHRISTIAN UNIVERSITY

END OF TRIMESTER EXAMINATIONS

BUS3113|BCM106 - PRINCIPLES OF MANAGEMENT

ONLINE

ATTEMPT FOUR QUESTIONS ONLY

TIME ALLOWED – 2 HOURS

SECTION ONE

QUESTION ONE (COMPULSORY) – 30 MARKS

Case: TechNova Solutions

TechNova Solutions is a mid-sized software company that has grown rapidly over the past three years. The company started with 50 employees and now has over 300. Initially, the founder managed all operations informally, but with expansion, issues have arisen. Departments are not coordinating well, employee turnover is high due to lack of motivation, and decision-making is delayed because everything goes through the top management. Recently, a major project was delayed, leading to client dissatisfaction.

a) Identify the key management functions that are lacking in TechNova and suggest how they can be improved. (8 Marks)

b) Apply Henri Fayol's principles of management to address the coordination and authority issues in the company. (8 Marks)

c) Discuss suitable motivation theories that could help reduce employee turnover at TechNova. (7 Marks)

d) Recommend leadership styles appropriate for the current growth phase of the company. (7 Marks)

SECTION TWO (ANSWER ANY THREE QUESTIONS) - 30 MARKS

QUESTION TWO

a) Explain two importance of decision-making in management. (4Marks)

b) Discuss the steps involved in the rational decision-making process. (5 Marks)

QUESTION THREE

a) Identify any four principles of management proposed by Henri Fayol. (4 Marks)

b) Explain how these principles remain relevant in modern organizations. (6 Marks)

QUESTION FOUR

a) Describe the steps involved in the Planning process. (5 Marks)

b) Explain any two barriers to effective communication in an organization? (5 Marks)

QUESTION FIVE

a) Explain the concept of control as a management function and highlight two of its importance. (5 Marks)

b) Discuss the main steps involved in the control process. (5 Marks)