



## GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE**  
**SECOND** SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF MASTER IN BUSINESS ADMINISTRATION

COURSE CODE: MBA 800

COURSE TITLE: THEORY AND PRACTICE OF MANAGEMENT

EXAMINATION DURATION: 3 HOURS

**DATE: 10/04/18**

**TIME:09.00-12.00 PM**

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### INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

*please turn over*



**QUESTION ONE (COMPULSORY)**

Examine the significance of management levels and the four primary management processes to a new manager of an organization **[15 marks]**

**QUESTION TWO**

- (a) Explain what determines the effective performance of organizations **[5 marks]**  
(b) Discuss the importance of salient/characteristic features of management **[10 marks]**

**QUESTION THREE**

Discuss the rationale of studying management theories and management practice **[15 marks]**

**QUESTION FOUR**

Explain the significance of the following concepts to Organization:

- i. Total Quality Management (TQM) **[5 marks]**  
ii. Management by Objectives (MBO) **[5 marks]**  
iii. Performance appraisal **[5 marks]**

**QUESTION FIVE**

Describe any three theories of management and how a manager should apply them in enhancing the survival and growth of the organization **[15 marks]**

**QUESTION SIX**

Explain the importance of leadership styles in the management of organizations **[15 marks]**

