



**SCHOOL OF COMPUTING AND ENGINEERING SCIENCES**  
**BACHELOR OF SCIENCE IN COMPUTER NETWORKS AND CYBER SECURITY**  
**END OF SEMESTER EXAM**

**CNS 1206/ICS 1206: PRINCIPLES OF MANAGEMENT**

**DATE: 13<sup>th</sup> December 2023**

**Time: 13:00-15:00**

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Answer **Question ONE (COMPULSORY)** and any other **TWO** questions.

**QUESTION ONE (30 marks)**

- a) Discuss the systems approach to management and its application in modern ICT organizations. **(10 marks)**
- b) Explain FIVE benefits of using Management by Objectives (MBO) in an organization. **(10 marks)**
- c) Managers should come up with an appropriate organization structures. With the aid of a diagram, explain 3 advantages and 3 disadvantages of a matrix organization structure **(10 marks)**

**QUESTION TWO (20 Marks)**

- a) Using examples explain how FIVE external economic factors influence management of organizations. **(10 marks)**
- b) Explain the TEN roles of a manager according to Henry Mintzberg. **(10 marks)**

**QUESTION THREE (20 marks)**

- a) The control process is important in a manufacturing firm. Giving relevant examples, explain four key steps in the control process. **(10 marks)**
- b) Frederick Winslow Taylor advocated for scientific management. Discuss the application of FOUR principles of scientific management in modern organizations. **(10 marks)**

**QUESTION FOUR****(20 Marks)**

- a) You are a manager in a supermarket that pays the employees well but they are demotivated and performance level is low. Discuss FIVE non-financial approaches of motivating staff to improve performance. **(10 marks)**
- b) With the aid of a diagram, explain the three levels of management and the nature of decisions applicable at each level. **(10 marks)**

**QUESTION FIVE****(20 Marks)**

Distinguish between the following terms used in management

- a) Job enrichment and Job enlargement **(4 marks)**
- b) Recruitment and Selection **(4 marks)**
- c) Span of control and Chain of command **(4 marks)**
- d) Formal and Informal groups **(4 marks)**
- e) Intrinsic and Extrinsic motivation **(4 marks)**