

**Instructions to candidates**

**Duration for Part B and Part C: Two (02) hours and fifteen (15) minutes**

**Do not remove the question paper from the examination hall.**

**Part B**

**Number of questions: Fifteen (15) Structured essay**

**Mark allocation: 45**

**Answer all questions**

**Index No:**

**Do not remove the question paper from the examination hall.**

1. Differentiate needs from wants and provide examples for each.

(2 mark)

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2. Define efficiency and effectiveness.

(2 mark)

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3. Briefly explain the types of managers.

(3 marks)

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4. What are the managerial skills?

(3 mark)

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5. Why managers are important?

(3 mark)

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6. Why are you studying management? List down the main three (03) reasons discussed in the class room.

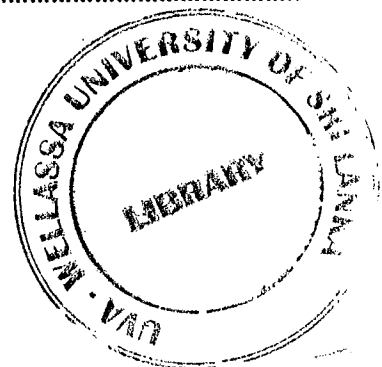
(3 mark)

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7. What is meant by 'Team Structure' in an organizational structure?

(2 mark)

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8. List three (3) coordination devices.

(3 mark)

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9. List the Behavioral studies of leadership discussed in the class room.

(4 mark)

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10. Name the five (5) main combinations of leadership styles produced by Managerial Grid.

(5 mark)

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11. List three (03) Contingency theories of leadership.

(3 mark)

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12. Name the contemporary views of leadership.

(4 mark)

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13. What is meant by decision making?

(2 mark)

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14. Name the types of control.

(3 mark)

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15. List the steps of controlling process.

(3 mark)

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**Part C**

**Instructions to candidates**

**Number of questions: Two (02) Essay**

**Mark allocation: 25**

**Answer all questions**

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1.
  - i. Define 'management'.

(3 mark)
  - ii. Describe the important contributions made by classical theorists.

(12 mark)
  
2. Mintzberg suggested that specific actions or behaviors expected of and exhibited by a manager comprise of three specific roles. Briefly explain them.

(10 mark)