

- ✓ 4. (a) ✓ Give **five** reasons that make it necessary for organizations to carry out the function of planning. (10 marks) 3  
*- Decision making, Coordination, Control, Motivation, Information, Innovation, Risk Reduction, Resource Allocation*
- (b) ✓ Outline **five** functions of the top level management in an organization. (10 marks) 4
2. (a) Highlight **five** benefits that an organization may derive from effective coordination of its activities. (10 marks) 10  
*- Coordination, Motivation, Information, Innovation, Risk Reduction, Resource Allocation*
- (b) Explain **five** criticisms that are labelled against the use of the scientific theory in modern management practice. (10 marks)
- ✓ 3. (a) ✓ Highlight **five** measures that the management of an organization should take to ensure that selection interviews achieve their intended purpose. (10 marks) 8  
*- Job Analysis, Job Description, Job Specification, Interview Design, Interview Process*
- (b) ✓ Explain **five** consequences of an ineffective control system in an organization. (10 marks) 3  
*- Ineffective Control, Inefficient, Inconsistent, Inflexible, Inaccurate*
4. (a) Outline **five** benefits that an organization may derive from sourcing for employees through the Internet. (10 marks) 4  
*- Cost Reduction, Time Savings, Global Reach, Increased Competition, Improved Quality*
- (b) Explain **five** factors that may influence the span of control in an organization. (10 marks)  
*- Size, Culture, Technology, Complexity, Experience*
- ✓ 5. (a) ✓ Explain **six** external factors that may positively influence an organizations's employee recruitment process. (12 marks) 4  
*- Economic Conditions, Technological Advancements, Government Policies, Educational Attainment, Demographic Changes, Labor Market Conditions*
- (b) ✓ Outline **four** characteristics that an autocratic leader may possess. (8 marks) 4  
*- Authoritative, Directive, Task-oriented, Low Participation*
- ✓ 6. (a) ✓ Highlight **five** challenges that may be encountered by managers during an organization's plan implementation stage. (10 marks) 6  
*- Resistance to Change, Lack of Resources, Poor Communication, Inconsistent Information, Unstable Environment*
- (b) ✓ Outline **five** assumptions of Theory Y as was advanced by McGregor in the motivation of employees in an organization (10 marks) 7  
*- Self-direction, Internal Motivation, Responsibility, Creativity, Problem Solving*
7. (a) ✓ Outline **four** ways thorough which an organization can meet the safety needs of its employees in accordance with Abraham Maslow's theory of hierarchy of needs. (8 marks) 8
- (b) Explain **six** personal factors that are likely to influence the choice of leadership style adopted by a manager in an organization. (12 marks)  
*- Attitude, Learning, Perception, Experience, Personality, Values*

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2903/303	2912/303	2924/303
2906/303	2918/303	2925/303
2908/303	2920/303	3182
2909/303	2922/303	