

FACULTY OF APPLIED SCIENCES AND TECHNOLOGY

SCHOOL OF COMPUTING & INFORMATION TECHNOLOGY

END OF SEMESTER EXAMINATION SERIES

FIRST SEMESTER EXAMINATIONS 2018/2019

FOURTH YEAR EXAMINATIONS FOR THE DEGREE OF

BACHELOR OF TECHNOLOGY IN COMPUTER TECHNOLOGY

BACHELOR OF TECHNOLOGY IN INFORMATION TECHNOLOGY

**ECSI 4201/ECII 4201: ORGANIZATION MANAGEMENT**

**Time 2 Hours**

**Instructions to candidates:**

This paper consists of FIVE Questions.

Answer Question **ONE (30 marks)** and any other **TWO** Questions (20 Marks Each).

Write your College number on the answer sheet.

This paper consists of 2 printed pages

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**Candidates should check the question paper to ascertain that all the pages are printed as indicated and that no questions are missing.**

**QUESTION ONE (30 MARKS) COMPULSORY**

1. Information communication technology (ICT) contributes significantly to the efficient management of an organization.
2. Explain three factors that could affect successful implementation and communication technology systems in an organization (6 marks)
3. Enumerate four functions of an ICT department in an organization(4 marks)

b) Identify the three levels of management and describe the main functions of each level. (10 marks)

c) Leadership is a process by which an executive directs guides and influence the work of others. Explain five factors that may influence the choice of leadership styles in an organization. (10marks).

**QUESTION TWO (20 MARKS)**

a) “Efficient planning is the basis of a successful enterprise.” Discuss the purpose and importance of planning as a function of management. (10 marks)

b) Explain five factors that might determine the degree of decentralization in an organization (10 marks)

**QUESTION THREE (20 MARKS)**

a) The art of successful delegation does not come easily to managers and many often perform some tasks themselves. Outline five factors that could influence a manager’s decision to delegate authority and assign duties to subordinates. (10 marks)

1. Enumerate five reasons why organizations should have well designed organizational structures (10 marks)

**QUESTION FOUR (20 MARKS)**

a) Henri Fayol is known for his contribution in administrative Management. Explain any five principles of management advanced by Fayol. (10marks)

b) Discuss five ways of motivating employees in an organization. (10marks)

**QUESTION FIVE (20 MARKS)**

a) There are many challenges and opportunities today for managers to use Organization Behaviour concept. With reference to the above statement, discuss the major challenges facing today’s organizations and management. (10 marks)

1. Liberalisation has opened doors to global expansion. Describe five difficulties an organization might encounter when seeking global expansion. (10 marks)