

**SECTION A** Answer all questions in this section. (10 marks)

- 1) ..... described management as 'getting things done through other people'.  
a) Mary Parkar Fayol  
b) E. F. L. Brech  
c) F. W. Taylor  
d) Mary Parker Follet
- 2) The concept of management includes all the following except .....  
a) The determination of the overall policy of an organization  
b) An activity that deals with critical and strategic policy decision issues  
c) A career which people pursue to earn a living  
d) A surefire way to increase an organization's profits
- 3) The level of management is more often charged with the responsibility of developing the vision, mission, objectives and the game plan of the entire organization is known as .....  
a) Board of Trustees  
b) Line managers  
c) Strategic Management  
d) General Managers
- 4) The ..... is typically responsible for a distinct unit within the organization and is responsible for the overall performance of the geographical location, division or subsidiary.  
a) Strategic manager  
b) Line manager  
c) General manager  
d) Marketing manager
- 5) ..... is the founder of the classical approach.  
a) Henri Fayol  
b) Henry L. Gantt  
c) The Gilbreths  
d) F. W. Taylor
- 6) The nickname 'Father of Modern Management Theory' referred to .....  
a) Henri Fayol  
b) Henry L. Gantt  
c) The Gilbreths  
d) F. W. Taylor

- 7) The following are all practical applications of management science approach except ....
- a) Mathematical forecasting
  - b) Management diversification
  - c) Queuing theory
  - d) Simulation
- 8) Strategy has both ..... and ..... components
- a) Planning, leading
  - b) Organizing, directing
  - c) Planning, decision-making
  - d) Decision-making, vision
- 9) ..... means a definition which portrays the satisfaction of the needs of customers and not portraying the product that does the job.
- a) Mission statement
  - b) Vision
  - c) Market-orientation
  - d) Objectives
- 10) The strategic management process involves all the under listed except,
- a) Formulation
  - b) Review
  - c) Management
  - d) Implementation
- 11) The strategic plan should contain all the following except .....
- a) Miscellaneous activities
  - b) Contingency plan
  - c) Executive summary
  - d) Strategic implementation
- 12) The approach to planning where goals are set by top management and handed down to functional units for planning is called .....
- a) Strategic management
  - b) Top-down planning
  - c) Managerial planning
  - d) Goals down - plans up planning
- 13) As a manager of a global non-governmental organization (NGO) what is your most important function?
- a) Planning
  - b) Strategy
  - c) Fund raising
  - d) Environmental scanning

b) Direct

- 15) This type of committee is formed to perform a specific assignment after which it ceases to exist.
- a) Project team
  - (b)** Ad-hoc committee
  - c) Standing committee
  - d) Task force
- 16) Who was referred to as 'The Father of Scientific Management'?
- a) Henry L. Gantt
  - (c)** F. W. Taylor
  - b) Henri Fayol
  - d) Mary Parker Follet
- 17) Management borrows ideas from various fields such as Sociology, Psychology, Economics, etc. This gives management a/an .....
- a) Global outlook
  - (d)** Inter-disciplinary dimension
  - b) Strategic direction
  - d) Universal process
- 18) According to Taylor, the success of his principles of management required a complete ..... on the part of management and labour.
- a) Behavioral change
  - (c)** Scientific approach
  - b) Productivity
  - d) Mental revolution
- 9) Whose contributions to scientific management enabled workers to be paid by results and to take advantage of packages?
- (a)** Henry L. Gantt
  - c) F. W. Taylor
  - b) Henri Fayol
  - d) Mary Parker Follet

20) Henri Fayol argued that for any group of activities with the same objective, there should be one clear leader and one clear plan so as to provide for unity of action. This principle is called .....

- a) Unity of command
- b) Unity of direction

- c) Scalar chain
- d) Discipline

## SECTION B

Answer Question 1 from this section and any other one (1) question from SECTION C. Marks will be awarded for grammatical correctness and clarity of work. (10 marks)

Gilbreth Nketiah is a General Manager at the Ashanti Regional Branch of the Fabianco Food Processing Company Ltd. At a recent management meeting, it was discovered that the company's motivation and incentives package was a bit lopsided since not all the employees seemed interested in the fixed package of edible provisions and cash.

It was realized that the incentive package did not readily appeal to middle management as well as the supervisors on the shop floor who were more concerned with getting more time-off and vacation days to spend with their families and loved ones.

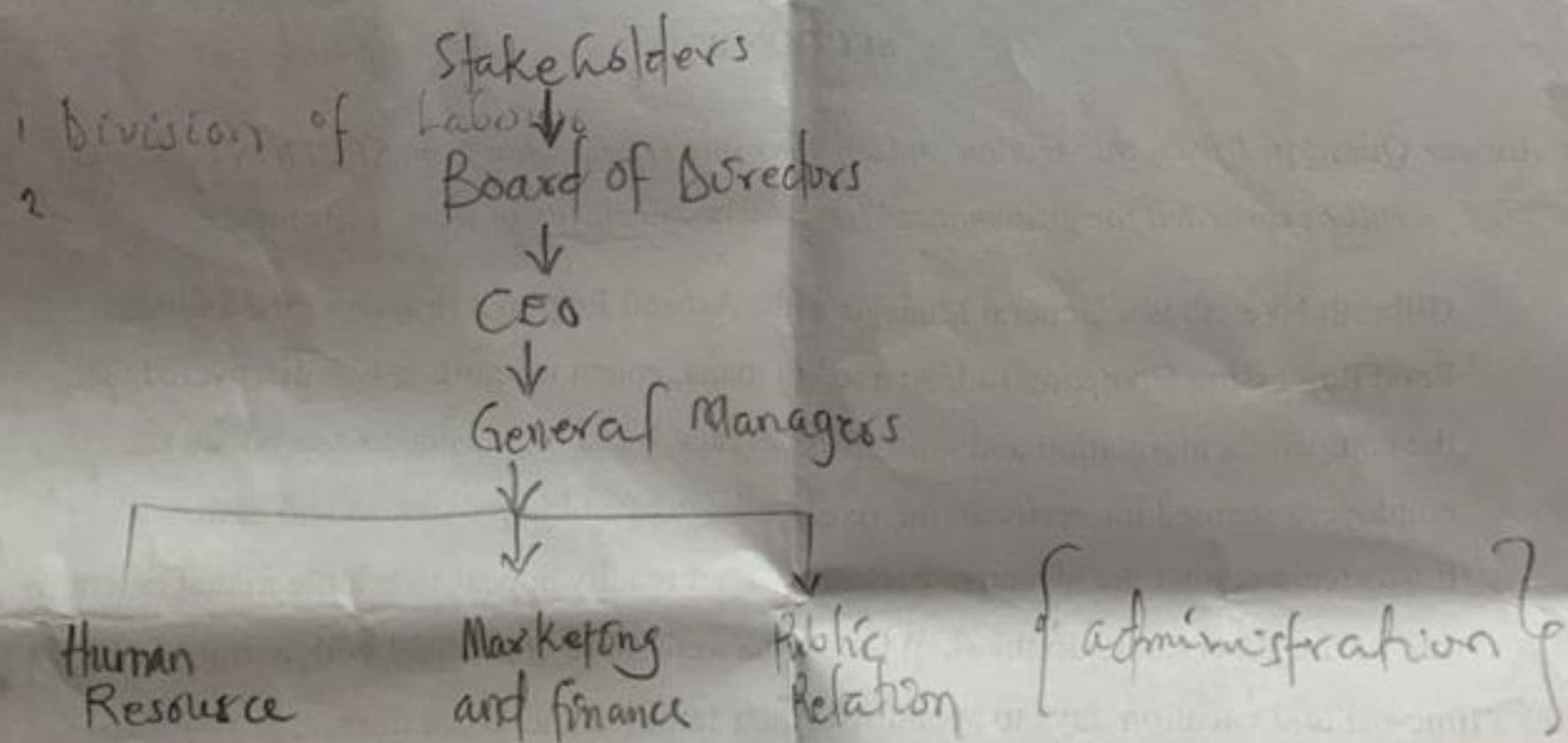
Also, some of the top <sup>strategic</sup> management expressed interest in the company providing a professional bond for them in order for them to qualify for membership of certain professional and academic bodies. These findings made Mr. Nketiah realize that the motivation package needed to be revamped.

As such he has asked you to prepare a brief proposal for him to present to the Board of directors to explain this to them and also convince them to vary the incentive packages for various levels of employees according to their needs.

- 1) With the aid of a diagram, use Abraham Maslow's theory of needs to describe how management can apply this theory in motivating their workers effectively at the various levels. Use appropriate examples from the case study to support your suggestions in the proposal.

**SECTION C** Choose only one (1) question from this section. (5 marks)

- 2) List and explain any 5 of Fayol's 14 principles of management and give a practical life application of each.
- 3) With the aid of a diagram, describe the relationship that exists between Management and Administration.
- 4) Give brief explanations to the various theories/approaches to management and list at least 1 pioneering author/proponent of that theory.



Management refers to planning, forecasting, organizing, coordinating and controlling by people at top most hierarchy of an organization to create a conducive

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MID-SEMESTER EXAMINATION, FEBRUARY 2021  
PRINCIPLES OF MANAGEMENT I- MAS 261/MGT 471  
BSC. COMPUTER SCIENCE 4  
ACCRA CENTRE

INDEX NUMBER..... DURATION 30 MINUTES

GENERAL INSTRUCTION: THIS PAPER HAS FIFTEEN (15) SHORT ANSWER QUESTIONS. ANSWER ALL QUESTIONS.

1. Define management in your own words. (1 marks)
  
2. Who is referred to as the "Father of Scientific Management"? (1 mark)
  
3. Who is referred to as the "Father of Modern Management"? (1 mark)
  
4. List the four functions of management. (2 marks)
  
5. Who led the "Hawthorne experiment? (1 mark)
  
6. What is essence of the mission of an organization? (1 mark)
  
7. Define the vision of an organization. (1 mark)

8. What is the relationship between organizational goals and objectives? (1 mark)

9. State and explain two benefits of studying business management as a computer science student. (2 marks)

10. What is motivation? (1 mark)

11. State two benefits of a tall organizational structure. (3 marks)

12. Explain the following principles of management.

I. Unity of command (2marks)

II. Unity of direction (2 marks)

13. Motivation theories can be classified into two. State the classifications (2 marks)

14. State two reasons why organizational structures may differ across business organizations. (2 marks)

15. Is management a universal process? Explain your answer. (2 marks)

A. Sardiya