instructions to candidates:
(1) this is the management part of the subject - business law and management.
(2) answer any five (05) questions.
(3) answers should be in the medium applied for, in the booklets provided.
(4) to be considered for a pass in BL&M, a candidate should obtain a minimum of 40% or 50%, as the case may be, in each of the parts Business Law, as well as Management.
(5) 50 marks.

01. (a) Define the term “stakeholder” and give two (02) examples for stakeholders of an organisation. (02 marks)

(b) “An organisation is a socio-economic entity”. Explain. (05 marks)

(c) Describe briefly three (03) types of social responsibilities of a business. (03 marks)

(Total 10 marks)

02. (a) What do you understand by Decision Making. (02 marks)

(b) “Managers should always make rational decisions.” Explain this statement. (05 marks)

(c) Explain three (03) barriers for effective planning. (03 marks)

(Total 10 marks)
03. (a) Define “Organisation Structure”. (02 marks)
(b) Describe how span of control determine the nature of organisation structure. (03 marks)
(c) Explain the advantages and disadvantages of formalization. (05 marks)
(Total 10 marks)

04. (a) Define the term “Motivation”. (02 marks)
(b) Briefly explain the following human needs with two(02) examples for each:
(i) Physiological needs.
(ii) Social needs. (04 marks)
(c) Explain the importance of Training and Development for organisational success. (04 marks)
(Total 10 marks)

05. (a) State a definition for “Leadership”. (02 marks)
(b) Explain the nature of Employee Oriented Leadership style. (03 marks)
(c) Explain five(05) barriers for effective communication. (05 marks)
(Total 10 marks)

06. (a) Explain the difference between Production and Product concepts. (02 marks)
(b) Describe the four elements of the marketing mix applicable for a tangible product. (04 marks)
(c) Describe the functions of an office and an office manager. (04 marks)
(Total 10 marks)