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) Briefly explain the following:
   (i) Vision.  
   (ii) Goals.  
   (03 marks)

(b) State the difference between Social Responsibility and Business Ethics.  
   (03 marks)

(c) Explain the importance of Management for an Organization.  
   (04 marks)
   (Total 10 marks)

02. (a) Define the term “Management”.  
   (02 marks)

(b) Explain the difference between rational decisions and non rational decisions.  
   (02 marks)

(c) Briefly explain the steps involved in the rational decision making process.  
   (06 marks)
   (Total 10 marks)
03. (a) Define the term "Planning". (02 marks)
(b) State two(02) disadvantages of delegation of authority. (02 marks)
(c) Briefly explain the types of plans according to levels of a business. (06 marks)
(Total 10 marks)

04. (a) Define the term "Motivation". (02 marks)
(b) State the difference between Recruitment and Selection. (02 marks)
(c) State differences between Manager and Leader. (06 marks)
(Total 10 marks)

05. (a) What is meant by "Quality Control". (02 marks)
(b) State three(03) benefits of quality control. (03 marks)
(c) Explain how a manager can use both verbal and non-verbal communication to communicate effectively with his / her subordinates. (05 marks)
(Total 10 marks)

06. (a) Define the term "Controlling". (02 marks)
(b) State two(02) functions of an office. (02 marks)
(c) Explain three(03) core concepts of Marketing according to marketing philosophies. (06 marks)
(Total 10 marks)