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) State two(02) reasons as to why organisations need “Good Management”.

   (02 marks)

(b) State two(02) Macro environmental forces and explain how they can influence organizational performance.

   (04 marks)

(c) Briefly explain four(04) challenges faced by managers in an organization at present.

   (04 marks)

(Total 10 marks)

02. (a) What is meant by “Decision Making”?

   (02 marks)

(b) Briefly explain three(03) main elements of a “Plan”.

   (03 marks)

(c) Explain the concept of “Bureaucracy” and state three(03) salient features of a bureaucratic organisation.

   (05 marks)

(Total 10 marks)
03. (a) What is meant by “Unity of Command”? (02 marks)

(b) Define “Span of Control” and state two (02) factors that influence its size. (04 marks)

(c) Explain the difference between Authority and Power. (04 marks)

(Total 10 marks)

04. (a) Define the term “Leadership”. (02 marks)

(b) Explain how Human Resources differ from other resources. (03 marks)

(c) Describe the process involved in recruiting and selecting an Accounts Clerk. (05 marks)

(Total 10 marks)

05. (a) Define the term “Communication”. (02 marks)

(b) State two (02) barriers for Effective Communication. (02 marks)

(c) Describe three (03) main functions of a Marketing Manager in an organisation. (06 marks)

(Total 10 marks)

06. (a) State three (03) advantages of maintaining a Good Filing System. (03 marks)

(b) Describe three (03) main features of a “modern office” as compared to a “traditional office”. (03 marks)

(c) Briefly explain four (04) qualities of an Effective Control System. (04 marks)

(Total 10 marks)