



Riara School of Business

Nurturing business innovators

**JANUARY – APRIL TRIMESTER, 2024 EXAMINATION
EXAMINATION FOR DIPLOMA IN BUSINESS MANAGEMENT
DAY PROGRAMME**

RBM 013: INTRODUCTION TO MANAGEMENT

DATE: APRIL 2024

TIME: 2 HOURS

GENERAL INSTRUCTIONS:

Students are NOT permitted to write on the examination paper during reading time.
This is a closed book examination. Text book/Reference books/notes are not permitted.

SPECIAL INSTRUCTIONS:

1. Write your REGISTRATION NO. Clearly on the answer booklet(s).
2. Answer Question One and ANY other TWO questions.
3. Questions in all sections should be answered in answer booklet(s).
4. Marks allocated to each question are shown at the end of the question.
5. PLEASE start the answer to EACH question on a NEW PAGE.
6. For the questions, write the number of the question on the answer booklet(s) in the order you answered them.
7. Write your answers in paragraph form unless stated otherwise.
8. Keep your phone(s) SWITCHED OFF at the front of the examination room.

9. Keep ALL bags and caps at the front of the examination room and do not refer to any unauthorized material before or during the course of the examination.
10. You are only allowed to leave the examination room 30minutes to the end of the Examination.

QUESTION ONE (COMPULSORY – 30 MARKS)

- a. Explain the *THREE (3)* management levels (6 marks)
- b. Differentiate between *Efficiency* and *Effectiveness* as used in the study of management and provide an example in each **(6 Marks)**
- c. Discuss *THREE(3)* factors that influence ethical behaviors in an organization **(6 marks)**
- d. Explain *SIX (6)* factors that are reshaping management (12 marks)

QUESTION TWO

- a. Highlight *SIX(6)* challenges of being a manager (12 marks)
- b. Define management and discuss *THREE (3)* management roles that managers practice. **(8 marks)**

QUESTION THREE

- a. Planning is a key managerial function practiced by managers. Describe the *FIVE (5)* features of planning (10 marks)
- b. Discuss *FIVE (5)* ways in which organizations go into global markets **(10 marks)**

QUESTION FOUR

- a. Define leadership and explain *FOUR (4)* characteristics of a leader **(10 marks)**
- b. Define control as used in study of management and analyze *FOUR (4)* importance of control (10 marks)

