

# CENTRAL UNIVERSITY



**END-OF-SEMESTER I 2019/2020 EXAMINATIONS**

**CENTRAL BUSINESS SCHOOL**

**DEPARTMENT OF MANAGEMENT AND PUBLIC ADMINISTRATION**

**CBFW 107**

**FOUNDATIONS OF MANAGEMENT (3 Credits)**

undergraduate programme

LEVEL 100

**DECEMBER, 2019**

**STUDENT ID No.....**

**INSTRUCTIONS**

**Duration: 2.5 Hours**

**DO NOT TURN OVER THIS PAGE UNTIL YOU HAVE BEEN TOLD TO DO SO BY THE INVIGILATOR  
ANSWER QUESTION ONE AND ANY 3 QUESTIONS**

**EXAMINERS: DR. FREEMAN TETE-OSEI, NARKI KUMI SOM**

**KOFI FRIMPONG**

**ANSWER QUESTION ONE AND ANY 3 QUESTIONS**  
**All questions carry equal marks.**

1. (a) The five functions of management are planning, organising, commanding, coordinating and controlling. Using each of these terms, explain the key roles of management in an organisation. [20 marks]
2. (a) Explain, using a simple diagram, the nature and purpose of an organisation chart. [8 marks]
- (b) Describe the characteristics of the following functional approaches to organisation:
- (i) Line organization [4 marks]
  - (ii) Functional organization [4 marks]
  - (iii) Multi-divisional organisation [4 marks]
3. Write short notes on the main concepts of the following:
- a) What is Motivation and state the two [5 marks]
  - b) Maslow Hierarchy of Needs [5 marks]
  - c) Theory X and Theory Y [5 marks]
  - d) Explain how a Manager can apply Maslow's Hierarchy of Needs Theory to reduce employee turnover in a organization. [5marks]
4. (a) Explain the term delegation. [5 marks]
- (b) Discuss five benefits for an organisation of the successful use of delegation. [15 marks]
5. a) Discuss the need for change in organizations, providing five possible reasons. [15 marks]
- b) Examine five ways managers overcome resistance to change. [5 marks]
6. a) Evaluate the three (3) main levels of management. [10 marks]
- b) Discuss five (5) managerial responsibilities. [10 marks]
7. Describe the process of communication and discuss the difference between formal and informal communication. [20 marks]