

EAST AFRICAN SCHOOL OF AVIATION

INDUSTRIAL ORGANIZATION AND MANAGEMENT

INSTRUCTIONS: ANSWER QUESTION ONE AND ANY OTHER TWO QUESTIONS

QUESTION ONE

- a) Define the term management. (2 mks)
- b) Describe FIVE characteristics of management. (10 mks)
- c) Differentiate between Theory Y and Theory X as used in management. (10 mks)
- d) "Fredrick Taylor is considered as the father of scientific management". Explain FOUR principles he propounded towards management. (8 mks)

QUESTION TWO

- a) Explain THREE major types of planning. (12 mks)
- b) Distinguish between formal and informal organizations. (8 mks)

QUESTION THREE

- a) "Decision making is the primary task of management". Explain the process of rational decision making. (12 mks)
- b) Distinguish between centralization and decentralization as used in management. (8 mks)

QUESTION FOUR

- a) Briefly explain FIVE principles of organization. (10 mks)
- b) Explain briefly the limitations of planning. (10 mks)

QUESTION FIVE

- a) Explain any FIVE principles propounded by Henri Fayol. (10 mks)
- b) Explain FIVE factors determining effective span of control in an organization. (10 mks)