

**CRAWFORD UNIVERSITY**  
**Dept of Administration and Management.**  
**HARMATTAN EXAMINATIONS: 2021/2022 SESSION**  
**COURSE: BUS 301 – Management Theory**

**INSTRUCTION:** Attempt *four* questions in all. Question No 1 is compulsory. Time: 3Hrs

1. (a) What are the contributions of Frederick Taylor to the development of Scientific Management theory  
9 marks  
(b) What are the weaknesses of the Scientific Management  
6 marks      **Total = 15 marks**
  
2. (a) What are the contributions of Herbert Simon to our understanding of Administrative systems and decision making in work organisations      9 marks  
(b) Discuss any Three weaknesses of the Behavioural School of Management      6 marks      **Total = 15 marks**
  
3. Distinguish between the following  
(a) Systems approach and contingency approach      5 marks  
(b) Formal organization and Informal organisation      5 marks  
(c) Motivators and Hygiene factors      5 marks  
**Total = 15 marks**
  
4. You have just been appointed as the president of Students Representative Council (SRC) in your Institution. Explain how you will apply your knowledge of systems approach to effectively manage the SRC so as to create harmony among students, management and other stakeholders of the Institution  
**15 marks**
  
5. (a) Explain how the concept of *Manager* differs from that of *Leader*.      3 marks  
(b) John Adair (1984) indicates that the effectiveness of a leader is dependant on his capacity to meet three areas of need in the organisation or group. Discuss clearly how the leader can meet needs in the three areas.      12 marks      **Total = 15marks**
  
6. (a) McClelland Need Achievement theory focused on three human needs. Explain the three needs.      6 marks  
(b) Describe the features of each of the three needs  
9 marks      **Total = 15 marks**