



## GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2016/2017** ACADEMIC YEAR **ONE**  
**FIRST** SEMESTER EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DIPLOMA BUSINESS MANAGEMENT

COURSE CODE: DBM 01

COURSE TITLE: PRINCIPLES AND PRACTICE OF MANAGEMENT

EXAMINATION DURATION: 3 HOURS

**DATE: 11/12/17**

**TIME: 2.00-5.00 PM**

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### INSTRUCTION TO CANDIDATES

- The examination has **SIX (6)** questions
- Question **ONE (1)** is **COMPULSORY**
- Choose any other **THREE (3)** questions from the remaining **FIVE (5)** questions
- Use sketch diagrams to illustrate your answer whenever necessary
- Do not carry mobile phones or any other written materials in examination room
- Do not write on this paper

This paper consists of **TWO (2)** printed pages

*please turn over*



**QUESTION ONE (COMPULSORY)**

- (a) Define the following terms.
- i. Management [3 marks]
  - ii. Operations [3 marks]
  - iii. Planning [3 marks]
  - iv. Delegation [3 marks]
- (b) Elaborate on departmentalization in management [5 marks]
- (c) Differentiate between management by objectives and management by goals [8 marks]

**QUESTION TWO**

- (a) Trace the history of management. [7 marks]
- (b) State and explain the major potential sources of conflicts in organizations [8 marks]

**QUESTION THREE**

- (a) Henry Mintzberg analyzed three basic management roles explain them. [6 marks]
- (b) Explain the principles of the Theory for Frederick W. Taylor.9mks

**QUESTION FOUR**

- (a) Explain functions (advantages) of bureaucracy [6 marks]
- (b) Explain the barriers to delegations in management. [9 marks]

**QUESTION FIVE**

- (a) Explain the importance of controlling in management [5 marks]
- (b) Henry Fayol developed principles of management explain them [10 marks]

**QUESTION SIX**

- (a) Distinguish between management being an art and a science. [4 marks]
- (b) Explain the functions of planning [5 marks]
- (c) Explain the leadership styles you know in management [6 marks]

