



GARISSA UNIVERSITY

UNIVERSITY EXAMINATION **2017/2018** ACADEMIC YEAR **ONE**
SECOND SEMESTER EXAMINATION

SCHOOL OF

FOR THE DEGREE OF BACHELOR OF

COURSE CODE: BBM114

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 16/04/18

TIME: 09.00-12.00 PM

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) Distinguish between leadership and management. [4 marks]
- (b) F.W. Taylor is generally regarded as the father of scientific management. Discuss any four (4) principles he developed. [8 marks]
Discuss the major components of Maslow's Hierarchy of needs theory [5 marks]
- (c) State and discuss the principal guidelines for effective delegation. [8 marks]

QUESTION TWO

- (a) Discuss the limitation of control system in an organization [6 marks]
- (b) Planning is a major management function. In detail, discuss the steps that a manager would follow in the planning process. [9 marks]

QUESTION THREE

- (a) Distinguish between Authority and Power [3 marks]
- (b) Explain the concept span of control in management [4 marks]
- (c) Explain the essentials of control process in an organization [8 marks]

QUESTION FOUR

- (a) What features would you consider in declaring management as a profession [5 marks]
- (b) Henry Mintzberg contributed greatly to the discipline of management. Critically discuss the managerial roles he propounded. [10 marks]

QUESTION FIVE

The process of management is often described as comprising, planning, organizing, staffing, directing and controlling.

- (a) Explain four (4) elements of directing function that will improve the performance of employees in an organization [4 marks]
- (b) Identify and discuss the basic steps in the organizing process [5 marks]
- (c) Discuss any three Approaches to leadership. [6 marks]

QUESTION SIX

- (a) What are the major constraints and roadblocks to effective planning [3 marks]
- (b) Communication is an important component in management .Explain three (3) types of communication practiced in an organization [3 marks]
- (c) You have been approached by a leading organization to review its recruitment process. During this exercise, you have discovered several flaws in the recruitment and selection of staff as practiced by the organization. Recommend to the organization the ideal recruitment and selection process. [9 marks]

