



GARISSA UNIVERSITY

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

SUPPLEMENTARY/SPECIAL 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: 21/03/18

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) 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) 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]

QUESTION THREE

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

QUESTION FOUR

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

QUESTION FIVE

- (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 SIX

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

