



GARISSA UNIVERSITY COLLEGE

(A Constituent College of Moi University)

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

SUPPLEMENTARY/SPECIAL EXAMINATION

SCHOOL OF BUSINESS AND ECONOMICS

FOR THE DEGREE OF BACHELOR OF BUSINESS MANAGEMENT

COURSE CODE: BBM 114

COURSE TITLE: PRINCIPLES OF MANAGEMENT

EXAMINATION DURATION: 3 HOURS

DATE: 29/09/17

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 term management. [2 marks]
- (b) Explain three types of communications in an organization [3 marks]
- (c) Discuss the basic steps in the control process [5 marks]
- (d) Explain five managerial skills that a manager should possess [5 marks]
- (e) Henry Fayol is often regarded as the father of modern management theory. Describe any five principles he developed [10 marks]

QUESTION TWO

- a) What are the major constraints to effective planning? [3 marks]
- b) Discuss the steps that a manager would follow in the planning process [12 marks]

QUESTION THREE

- (a) Distinguish between the following terms;
 - i. Authority and Power [2 marks]
 - ii. Centralization and decentralization [2 marks]
 - iii. Leadership and management [2 marks]
- (b) Explain four (4) elements of directing function that will improve performance of an organization [4 marks]
- (c) Discuss five (5) sources of power for effective leadership [5 marks]

QUESTION FOUR

- (a) Outline the basic steps in the organizing process [5 marks]
- (b) Henry Minzberg contributed greatly to the discipline of management. Critically discuss the managerial roles that he propounded [10 marks]

QUESTION FIVE

- (a) Explain features that qualify management to be labeled a profession [5 marks]
- (b) Describe staffing recruitment and selection process [10 marks]

QUESTION SIX

- (a) Explain the major components of Maslow's Hierarchy of needs theory [5 marks]
- (b) Discuss five (5) qualities of a good manager [5 marks]
- (c) Delegation is an important aspect in management. Outline the importance of delegation [5 marks]

