



KIBABII UNIVERSITY COLLEGE (KIBUCO)

MAIN CAMPUS

**UNIVERSITY EXAMINATIONS
2014 /2015 ACADEMIC YEAR**

FIRST YEAR FIRST SEMESTER EXAMINATIONS

MAIN EXAMINATION

FOR THE DEGREE OF BACHELOR OF COMMERCE

COURSE CODE: BBM 104

COURSE TITLE: PRINCIPLE OF MANAGEMENT

DATE: 21st ANUARY 2015

TIME: 11.30-1.30 P.M

INSTRUCTIONS TO CANDIDATES:

Answer Question ONE and any other Two Questions

TIME: 2 Hours

SECTION A COMPULSORY (25 MARKS)

- Q1 a) Explain the meaning of management and discuss specific skills a manager serving in a democratic institution should possess (5 marks)
- b) Justify why planning is an important element for county governments (5 marks)
- c) Highlight the reasons that may make a manager to adopt an autocratic style of leadership (5 marks)
- d) Explain the fundamental feature of management that is universal (5 marks)
- e) State and explain the importance of having effective communication in the school of business management at Kibabii Campus (5 marks)

SECTION B ANSWER THREE QUESTIONS (45 MARKS)

QUESTION TWO

- a) “Decision making is a systematic and planned process consisting of several interrelated phases.” Discuss the steps that a manager should follow before making decision in an organization (9 marks)
- b) Explain the objectives that management aims to achieve (5 marks)

QUESTION THREE

- a) State and explain in details methods management can adopt in order to motivate employees to work effectively (6 marks)
- b) Differentiate the following functions of management
1. Delegation and staffing
 2. Directing and controlling
 3. Coordination and supervision (9 marks)

QUESTION FOUR

- a) The number of levels in an organization depends on various factors and the levels are classified into four categories with regards to this notion. Explain these categories/levels of management (10 marks)
- b) Explain any Five limitations of scientific management approach as a means of improving efficiency in an organization (5 marks)

QUESTION FIVE

- a) Explain the reasons as to why the bureaucratic model of organization may be effective in the management of modern organizations (5 marks)
- b) State the five barriers that hinder effective communication in contemporary businesses (10 marks)