



MACHAKOS UNIVERSITY

University Examinations for 2019/2020 Academic Year

SCHOOL OF BUSINESS AND ECONOMICS

DEPARTMENT OF BUSINESS ADMINISTRATION

SECOND YEAR FIRST SEMESTER EXAMINATION FOR

DIPLOMA IN EDUCATION

BBA 0105: PRINCIPLES OF MANAGEMENT

DATE: 3/12/2019

TIME: 8.30-10.30 AM

INSTRUCTIONS:

- THIS PAPER CONSISTS OF TWO SECTIONS
- SECTION A IS COMPULSORY (30 MARKS)
- ANSWER ANY TWO QUESTIONS FROM SECTION B (EACH 20 MARKS)

SECTION A

QUESTION ONE (30 MARKS)

- Outline five characteristics of management. (5 marks)
- Explain three activities undertaken during manpower planning. (6 marks)
- The style of leadership a manager chooses to use greatly influences his/her effectiveness as a leader. Describe three leadership styles that are at a leader's disposal. (6 marks)
- Irrespective of their level in the organization, all managers must play decisional roles. Explain the activities performed under this role. (8 marks)
- Explain the five levels of needs as identified by Maslow. (5 marks)

QUESTION TWO (20 MARKS)

- Explain five factors that affect the degree of centralization or decentralization of authority in an organization (10 marks)
- Five Forces Model by Michael Porter is a technique used by managers to isolate potential threats in their environment. Identify the five forces and explain how each helps in the planning process. (10 marks)

QUESTION THREE (20 MARKS)

- a) With an aid of a diagram, discuss the communication process. (10 marks)
- b) Delegation is regarded as a very effective tool of ensuring that managers are afforded adequate time to concentrative on more important matters affecting the organization. Discuss five guidelines that help managers in effective delegation. (10 marks)

QUESTION FOUR (20 MARKS)

- a) Discuss the Theory X and theory Y approach to leadership as postulated by Douglas Mc Gregor. (10 marks)
- b) Any successful organization would endeavor to frequently carry out performance appraisal. Explain why this is an important activity to both the employee and the employer. (10 marks)

QUESTION FIVE (20 MARKS)

- a) Explain the various activities involved in implementing and monitoring of a strategy. (10 marks)
- b) Explain five characteristics of control (10 marks)