

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR
FIRST YEAR FIRST SEMESTER
MAIN EXAMINATION**

FOR DIPLOMA IN BUSINESS ADMINISTRATION

COURSE CODE: DIB 101

COURSE TITLE: PRINCIPLES OF MANAGEMENT

DATE: 14/5/2021

TIME: 2.00PM-5.00PM

INSTRUCTION TO CANDIDATES

- 1) The paper contains **FIVE** questions
- 2) Attempt **THREE** questions
- 3) Question **ONE** is Compulsory

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

SECTION A; ANSWER ALL QUESTIONS. (30mks);

QUESTION ONE

- a) Define management and explain the importance of management to an organization. (5mks).
- b) Giving examples, explain the levels of management in a modern organization. (5mks).
- c) Skills are what separate good managers from others. Briefly explain with examples the interpersonal skills required by a manager in an organization. (5mks).
- d) Elaborate on the problems encountered by an organization when adopting scientific management theory. (5mks)
- e) Explain the importance of planning to an organization. (5mks).
- f) Elaborate on the steps followed in management by objectives in an organization. (5mks).

SECTION B; (ANSWER ANY TWO QUESTIONS).

QUESTION TWO

- (a). An organization in the course of its activities, requires to set goal and objectives. Identify the guidelines that lead an organization in goals and objectives setting.(10mks).
- (b). Define informal organization and explain the advantages of informal organization(10mks).

QUESTION THREE

- (a). Explain the reasons as to why staffing may be separated as a managerial function in an organization.(10mks)
- (b). Explain the operations functions of human resource managers in a modern organization.(10mks)

QUESTION FOUR

(a). with the aid of a diagram, explain the Maslow's hierarchy of needs model as highlighted in the content theories of motivation (10mks).

(b). As a manager of a modern growing organization, explain how you can motivate your employees for effective performance. (10mks)

QUESTION FIVE

(a). Explain the control process in an organization. (10mks)

(b). Elaborate on the stages followed in organizational decision making. (5mks).