

# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2020/2021 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER  
SUPPLEMENTARY/SPECIAL EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**

**COURSE CODE: BCO 121**

**COURSE TITLE: PRINCIPLES OF MANAGEMENT**

**DATE: 28/09/2021**

**TIME: 11.00AM-13.00PM**

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### **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**

### Question One

- a) Explain how job enrichment helps to maintain competitiveness (6 Marks)
- b) What is planning? Explain the steps involved in planning (10 Marks)
- c) Explain the nature and purpose of organisation. (8 Marks)
- d) Name the factors determining department and mention the basis of departmentation and give examples (6 Marks)

### Question Two

- a) Name the factors determining department and mention the basis of departmentation and give examples. (10 Marks)
- b) Define the term span of management. What do you understand by flat and tall organisation? (10 Marks)

### Question Three

- a) Is the process of motivating organisational members important to managers? Substantiate your answer with the help of a suitable motivation theory. (10 Marks)
- b) Explain the democratic type of leadership with example. (10 Marks)

### Question Four

- a) What is organisational communication? How important is communication to managers? List and describe micro and macro barriers of effective communication. (10 Marks)
- b) What is controlling. List and discuss various steps involved in controlling process. (10 Marks)

### Question Five

- a) Describe the relationship of hygiene factors, motivation factors and job enrichment. What is natural hierarchy of needs? Explain people's needs. (10 Marks)
- b) Briefly explain the classical approach towards management and theory coined by its significant contributors. (10 Marks)