



UNIVERSITY EXAMINATIONS
SPECIAL/ SUPPLEMENTARY EXAMINATION
2021/2022 ACADEMIC YEAR
FIRST YEAR SECOND SEMESTER
FOR THE DEGREE OF BACHELOR OF EDUCATION

COURSE CODE: BBM 211

COURSE TITLE: PRINCIPLES OF MANAGEMENT

DATE: 29/07/2022

TIME: 11.00AM – 1.00PM

INSTRUCTIONS TO CANDIDATES

- 1) Answer Question **ONE** (1) (Compulsory) and **ANY OTHER TWO** (2) Questions
- 2) Candidates must hand in their answer booklets to the invigilator while in examination room
- 3) Credit is given for legibility, clarity and use of relevant examples
- 4) Question **ONE** is **30 marks** while Questions **2-5** carry **20 marks** each
- 5) Clearly write your **Registration Number** on each answer sheet used

TIME: 2 HOURS

KIBU observes **ZERO** tolerance to examination cheating

QUESTION ONE

According to koontz & Weihrich "management is the process of designing and maintaining of an environment in which individuals working together in group efficiently accomplished selected aims".

- a) Is management art or science? Comment (10 marks)
- b) Explain characteristics of management (10 marks)
- c) If managerial work is characterized by variety, fragmentation, and brevity how do managers perform basic management functions, such as planning which would seem to require reflection and analysis? (10 marks)

QUESTION TWO

- a) What is systems approach to management? Explain the salient features of this approach
(10 marks)
- b) What are the major contributions of the Hawthorne experiments to the present day organisations?
(10 marks)

QUESTION THREE

- a) If you are to handle an organisation in which everything was being run at a centralized level, what will you like to manage it as in a centralized manner? (10 marks)

As a graduate from Kibabii University, you are newly hired in a company in Bungoma County where you are promoted to head a section by the MD.

- b) What would you like to showcase as a power characteristics to your junior workers and why?
(10 marks)

QUESTION FOUR

- a) What is the difference between a leader and a manager? (8 marks)
- b) Which do you think to be more conducive for the development of an organisation Theory X or Theory Y and why? (8 marks)
- c) Bring out the difference between intrapersonal and interpersonal communication (4 marks)

QUESTION FIVE

A company dealing in Agro business has encountered a lot of resistance from farmers in their new Agro-product launch of "MAZAO BORA". As a management specialist;

a) Elucidate to the farmers that "if there is communication, there will be communication barriers too"

(10 marks)

b) Outline the requirements for an effective control system in the company if it has to be successful in her new product launch (10 marks)