

# KIBABII UNIVERSITY



**SPECIAL/SUPPLEMENTARY EXAMINATION  
2017/2018 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER  
FOR THE DIPLOMA OF BUSINESS MANAGEMENT**

**COURSE CODE: DIB 101**

**COURSE TITLE: PRINCIPLES OF MANAGEMENT**

**DATE: 16/10/18**

**TIME: 11.30AM – 1.30PM**

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**INSTRUCTIONS TO CANDIDATES**

**Answer Question ONE (compulsory) and ANY OTHER TWO questions**

## **SECTION A: ANSWER ALL QUESTIONS**

### **Question One**

- a. Discuss the Hawthorn studies/ thought on management. (10mks)
- b. Discuss any six challenges facing management in developing countries (12mks)
- c. Management is a continuous and never ending process. Explain. (4mks)
- d. What is the importance of having controls in management of an organization? (4mks)

## **SECTION B: ANSWER ANY TWO QUESTIONS**

### **Question Two**

- a. Explain briefly any ten features that define the management function. (10mks)
- b. Distinguish open systems from closed systems in an organization.(4mks)
- c. Describe the steps involved in the control process (6mks)

### **Question Three**

- a. Discuss the importance of having management in an organization. (5mks)
- b. Define directing and give the elements of directing as a management function. (6mks)
- c. Describe Max Weber's thoughts on bureaucracy as a style of management. (9mks)

### **Question Four**

- a. Describe the Human Relations school of thought as researched by McGregor (10mks)
- b. Describe the middle level management and its functions in an organization. (6mks)
- c. Differentiate among the following terms as used in management studies; (4mks)
  - i. Labour Turnover
  - ii. Scalar chain