

[Signature]

KIBABII UNIVERSITY



UNIVERSITY EXAMINATIONS 2021/2022 ACADEMIC YEAR FIRST YEAR SECOND SEMESTER

SPECIAL/SUPPLEMENTARY EXAMINATION

FOR THE DEGREE OF BACHELOR OF BUSINESS AND MANAGEMENT

COURSE CODE: BBM 122

**COURSE TITLE: PRINCIPLES AND PRACTICE OF
MANAGEMENT**

DATE: 15/07/2022

TIME: 2.00 – 4.00PM

INSTRUCTION TO CANDIDATES

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

TIME: 2 Hours

KIBU observes ZERO tolerance to examination cheating

QUESTION ONE..... (30 MARKS)

After completing a diploma in Bakery and Patisserie, Wafula sets up a small outlet at SGR train station to provide a healthy food option to the travellers. To begin with, he has decided to sell five types of patties, three types of pizzas and low sugar muffins in four flavours. Thus, by deciding in advance what to do and how to do, he is able to reduce the risk of uncertainty and avoid overlapping and wasteful activities. But sometimes his planning does not work due to some unavoidable circumstances like cancellation of tickets due to bad weather conditions, government alert etc. which adversely affects his clientele.

In context of the above case:

- a) Identify and explain the points highlighting the importance of planning mentioned in the above paragraph. (15 MKS)
- b) Describe briefly the limitation of planning which adversely affects Wafula's business (15MKS)

QUESTION TWO.....(20 MARKS)

The principles of Taylor and Fayol are mutually complementary. One believed that management should not close its ears to constructive suggestions made by the employees while the other suggested that a good company should have an employee suggestion system whereby suggestions which result in substantial time or cost reduction should be rewarded.

- a) Identify the principles of Taylor and Fayol referred to in the above paragraph.(5 MKS)
- b) Explain the principles of Taylor and Fayol referred to in the above paragraph.(15 MKS)

QUESTION THREE(20 MARKS)

The management process is made of major functions which interrelate with each other.

- a) Discuss the major functions of the management process (8 MKS).
- b) Describe 3 subfields of the Classical Perspective on Management (12 MKS)

QUESTION FOUR(20 MARKS)

Control is the ultimate management function that evaluates the efficiency and effectiveness of other management functions.

- a) Identify 4 types of control with examples (8 MKS)
- b) Discuss 4 barriers of effective communication with relevant examples (12 MKS)

QUESTION FIVE(20 MARKS)

Managers are the main actors of the functions of management

- a) State and explain the managerial roles as identified by Henry Mintzberg (8 MKS)
- b) Clearly highlight how each is subdivided (12 MKS)