

# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

2021/2022 ACADEMIC YEAR

FIRST YEAR FIRST SEMESTER

**SPECIAL/SUPPLEMENTARY EXAMINATION**

**FOR THE DEGREE OF BACHELOR OF COMMERCE**  
**COURSE CODE: BCO 121**

**COURSE TITLE: PRINCIPLES OF MANAGEMENT**

**DATE: 19/07/2022      TIME: 11.00AM – 1.00PM**

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### **INSTRUCTION TO CANDIDATES**

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

KIBU observes **ZERO** tolerance to examination cheating

### QUESTION ONE

The level of conflict among employees of Kibabii University has been on the increase in the recent past.

- a) Explain FIVE measures that the management should take to address this problem (10 marks)
- b) Outline FIVE techniques that a manager at Kibabii university may adopt in order to enhance coordination in an organization (10 marks)
- c) Explain FIVE circumstances under which a manager may adopt participative style of leadership in an organization (10 marks)

### QUESTION TWO

Abraham Maslow developed the hierarchy of needs.

- a) Giving practical examples discuss the application of the FIVE levels of needs in motivating staff in an organization (10 marks)
- b) Outline FIVE indicators of effective management in an organization (10 marks)

### QUESTION THREE

- a) Highlight FIVE contributions of the Contingency approach to management practice (10 marks)
- b) Explain FIVE reasons that make it necessary for organization to establish control mechanism in their operations (10 marks)

### QUESTION FOUR

- a) Outline FIVE ways in which technical skills are useful to a manager when carrying out managerial tasks in an organization (10 marks)
- b) Give FIVE reasons why a manager may find it necessary to apply scientific principles of management when carrying out his duties in an organization (10 marks)

### QUESTION FIVE

- a) Highlight FIVE reasons why management is important in an organization (10 marks)
- b) Explain the requirements for the effective controlling in an organization (10 marks)