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# KIBABII UNIVERSITY



## UNIVERSITY EXAMINATIONS

**2021/2022 ACADEMIC YEAR  
FIRST YEAR FIRST SEMESTER  
MAIN EXAMINATION**

**FOR THE DIPLOMA OF BUSINESS MANAGEMENT  
COURSE CODE: DIB 101  
COURSE TITLE: PRINCIPLES OF MANAGEMENT**

**DATE: 06/09/2022**

**TIME: 2.00 – 4.00PM**

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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 (30 marks)

- a) Management is a crucial factor to an organization, without it ,an organization would not operate efficiently, support this statement with adequate literature (5mks)
- b) Give a brief account why you think human relations approach of management as highlighted by Elton mayo should be appreciated by managers in all cadres of management (7mks)
- c) Write short notes on the following contemporary issues in management today (10mks)
  - i. Total quality management
  - ii. Knowledge management
  - iii. Globalization
  - iv. Workforce diversity
  - v. Ethical issues
- d) Demonstrate your understanding on the how management differs from the already developed countries visa vis the developing countries (8mks)

### QUESTION TWO

- a) Henry fayol identified the six major activities in any industry or a business organization that makes it global or universal, elaborate (5mks)
- b) Management is a crucial factor in any organization, without the different roles, functions and tasks of managers, organizations would not operate efficiently to achieve their desired objectives, support the above statement with adequate literature (7mks)
- c) Planning is the first and foremost function of management ,describe the different plan types that you know (8mks)

### QUESTION THREE

- a) Describe in detail the main controlling function activities that are part and parcel of management (7mks)
- b) Management is a complex topic that tends to merge various functions and operations, however managers encounter different challenges in their day to day operations, elaborate. (5mks)

- c) In any given organization setup ,there exists a scalar chain that has to be followed due to the various levels that exist ,describe such levels and there functions (8mks)

#### **QUESTION FOUR**

- a) Many scientists have contributed to the field of management in a range of theories, briefly state the contribution of Frederick Taylor to the field of management (8mks)
- b) Managers need not only training but adequate skills that will help them govern an organization, state and explain such skills in brief (5mks)
- c) Management is both a science and an art but not true in its whole sense, basing on this statement, highlight and explain why management is both a science and an art at the same time (7mks)

#### **QUESTION FIVE**

- a) Discuss in brief the contribution of Chester Barnad in the development of the social systems theory of management (5mks)
- b) Differentiate between a manager and a leader (10mks)
- c) State and explain the major financial and non-financial incentives available to managers at the workplace (5mks)