



# THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

(A Constituent College of JKUAT)

*Faculty of Engineering & Technology*

**DEPARTMENT COMPUTER SCIENCE & INFORMATION TECHNOLOGY**

DIPLOMA IN INFORMATION TECHNOLOGY – DIT 2K 10J  
DIPLOMA IN INFORMATION COMMUNICATION TECHNOLOGY – DICT 2K 9J  
DIPLOMA IN INFORMATION TECHNOLOGY – DIT 2K 9J  
DIPLOMA IN INFORMATION TECHNOLOGY – DIT 9M  
DIPLOMA IN INFORMATION TECHNOLOGY – DICT 9M

**ECS/EIT 2312: PRINCIPLES OF MANAGEMENT**

END OF SEMESTER EXAMINATIONS

**SERIES: DECEMBER 2011**

**TIME: 2 HOURS**

**Instructions to Candidates:**

You should have the following for this examination

- *Answer Booklet*

This paper consist of **FIVE** questions in **TWO** sections **A & B**

Answer question **ONE (COMPULSORY)** and any other **TWO** questions

Maximum marks for each part of a question are as shown

This paper consists of **THREE** printed pages

## SECTION A (COMPULSORY)

### Question one 30marks

- a) Define the term delegation as used in management [2markd]
- b) Distinguish the following two motivational concepts [4marks]
- i. Intrinsic motivation
  - ii. Extrinsic motivation
- c) Define the term Motivation? [2marks]
- d) Define control process [2marks]
- e) Explain briefly the advantages of planning [5marks]
- f) Explain the features (characteristics) of planning [5marks]
- g) what is the difference between a leader and a manager [4marks]
- h) Describe **three** types of leadership styles [6marks]

## SECTION B (ANSWER ANY TWO QUESTIONS)

### Question two 20marks

- a) Outline **four** Qualities of a good manager [4marks]
- b) Describe the **three** skills needed by a manager [6marks]
- c) Managers just don't go out and haphazardly perform their responsibilities. Good managers discover how to master five basic functions, briefly explain the five functions of a manager. [5marks]

### Question three 20marks

- a) Highlight **five** symptoms of poor delegation [5marks]
- b) Explain **Five** principle of organizing function of management [5marks]
- c) Henri Fayol, a French mining engineer developed 14 principles based on his management experiences managers, Explain any **five** principle of management by Henri fayol. [5marks]

### Question four 20marks

- a) Outline the features of control function of management [4marks]
- b) Explain the importance of communication in workplace [4marks]
- c) Outline the steps involved in staffing functions [7marks]

**Question five 20marks**

- a) You have a [business](#) and you are interested in hiring a manager who will be able to assist you in growing that business from the ground up. When you put out an advert for this position, you receive hundreds of resumes. Even if you narrow this bunch down to just the people who seem most qualified for the job, you're going to have to do quite a few interviews to make sure that you select the manager who is going to be most capable of growing your business. How do you know who that person is? [5marks]
- b) In his classic book, *The Nature of Managerial Work*, Henry Mintzberg describes a set of ten roles that a manager fills. Briefly explain the **ten** roles of managers [10marks]