



**TECHNICAL UNIVERSITY OF MOMBASA**  
***Faculty of Business & Social Studies***

DEPARTMENT OF HOSPITALITY & TOURISM

DIPLOMA IN HOTEL AND INSTITUTIONAL MANAGEMENT  
(DHIM J14, S13)

**BMG 2102: PRINCIPLES AND PRACTICE OF MANAGEMENT**

END OF SEMESTER EXAMINATIONS

**SERIES:** APRIL 2015

**TIME:** 2 HOURS

**INSTRUCTIONS:**

- This paper consists of Sections **A** and **B**.
- Section **A** is **Compulsory**. Answer any **TWO** questions in Section **B**.
- Mobile phones are not allowed into the examination room.
- Cheating leads to disqualification.
- *This paper consists of Two printed pages.*

## SECTION A (Compulsory) 30 Marks

### QUESTION 1

- a) Explain any **FIVE** reasons why staff appraisal is necessary. (10 marks)
- b) Briefly explain any **FIVE** ways through which an employer and employee can part ways. (10 marks)
- c) Describe **FIVE** kinds of power that a leader/manager may have in an organization. (10 marks)

## SECTION B (Answer any TWO questions) 40 Marks

### QUESTION 2

- a) Name and explain **FIVE** elements of communication. (10 marks)
- b) Name and briefly explain **FOUR** types of budgets. (8 marks)
- c) Define the term controlling. (2 marks)

### QUESTION 3

- a) Explain **SIX** external environment that the management of any organization must understand in order to be successful. (12 marks)
- b) Explain any **FOUR** methods through which an organization may use to improve communication. (8 marks)

### QUESTION 4

- a) Explain the **FIVE** step Abraham Maslow Hierarchy of need theory. (10 marks)
- b) Explain Mc Gregory theory X and theory Y. (10 marks)

### QUESTION 5

- a) Explain the **THREE** styles of leadership that a Manager may choose to apply while executing his/her responsibilities. (6 marks)
- b) State and explain **FIVE** factors leading to retrenchment. (10 marks)