



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

SOCIAL SCIENCES

UNIVERSITY EXAMINATION FOR:

DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELLING

BMG 2102: PRINCIPLES AND PRACTISES OF MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: May 2016

TIME: 2HOURS

DATE: Pick Date May 2016

Instructions to Candidates

You should have the following for this examination

-Answer Booklet, examination pass and student ID

This paper consists of **FIVE** questions. Attempt question ONE (Compulsory) and any other TWO questions.

Do not write on the question paper.

Question ONE

- a) Define the following terms:
- Dynamic management (3 marks)
 - Departmentalization (3 marks)
 - Division of labour (3 marks)
 - Management (3 marks)
 - Change (3 marks)
- b) Distinguish between management and administration on the basis of functions (8 marks)
- c) Briefly discuss the nature of management (7 marks)

Question TWO

- a) Discuss the bureaucratic principles developed by Max Weber (10 marks)
- b) Outline the various ways you can overcome resistance to change (10 marks)

Question THREE

- a) Discuss 7 dynamics to change (14 marks)
- b) Outline the advantages of dynamic management (6 marks)

Question FOUR

- a) Highlight the steps to effective diversity management (10 marks)
- b) Discuss the recommended diversity in the workplace solutions (10 marks)

Question FIVE

- a) Explain the 3 levels of management (15 marks)
- b) Discuss the qualities of management (5 marks)