



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

CERTIFICATE IN BUSINESS MANAGEMENT

BMG 1102: BUSINESS MANAGEMENT

SPECIAL/SUPPLEMENTARY EXAMINATIONS

SERIES: FEBRUARY 2015

TIME: 2 HOURS

INSTRUCTIONS:

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

This paper consists of Two printed pages.

QUESTION 1 (Compulsory)

- a) State and explain **FIVE** importances of management to an organization. **(10 marks)**
- b) Discuss the **FOUR** levels of management in an organization. **(10 marks)**
- c) State and explain **FIVE** characteristics of a good leader. **(10 marks)**

QUESTION 2

- a) Henry Fayol developed the fourteen principles of management. Explain at least **FIVE** of this principles of management. **(10 marks)**
- b) Discuss the **FIVE** functions of management. **(10 marks)**

QUESTION 3

- a) Discuss **FIVE** sources of conflicts in an organization. **(10 marks)**
- b) Discuss **FIVE** reasons as to why individuals resist change in an organization. **(10 marks)**

QUESTION 4

- a) State and explain **FIVE** ways a manager can use to motivate employees in an organization? **(10 marks)**
- b) Discuss **FIVE** qualities of a good plan. **(10 marks)**

QUESTION 5

- a) Explain **FIVE** differences between leadership and management? **(10 marks)**
- b) With a well labelled diagram explain Maslow's hierarchy of needs theory. **(10 marks)**