



TECHNICAL UNIVERSITY OF MOMBASA
Faculty of Business and Social Studies

DEPARTMENT OF BUSINESS STUDIES

UNIVERSITY EXAMINATIONS FOR DEGREE IN
BACHELOR OF BUSINESS ADMINISTRATION
BACHELOR OF COMMERCE

BMG 4101: PRINCIPLES OF MANAGEMENT

END OF SEMESTER EXAMINATIONS

SERIES: DECEMBER 2014

TIME: 2 HOURS

INSTRUCTIONS:

- Answer Question **ONE (Compulsory)** and any other **TWO** questions.
- Do not write on the question paper

This paper consists of Two printed pages

QUESTION 1 (Compulsory)

- a) Briefly discuss **FIVE** functions of management. **(10 marks)**
- b) Explain **FOUR** skills which managers should possess in order to perform their roles effectively. **(8 marks)**
- c) Discuss the extent to which management by objectives (MBO) is a solution to management problems. **(12 marks)**

QUESTION 2

- a) Briefly discuss the advantages and disadvantages of different strategies for resolving interpersonal conflict. **(10 marks)**
- b) Clearly, discuss the principal components of a good mission statement. **(10 marks)**

QUESTION 3

- a) What is the difference between a policy and a procedure? **(10 marks)**
- b) Outline the general principles which can help the manager to create appropriate policies. **(10 marks)**

QUESTION 4

- a) Differentiate between centralization and decentralization. **(10 marks)**
- b) Why is decentralization of value to management? **(10 marks)**

QUESTION 5

- a) Briefly discuss the major merits and demerits of group decision making. **(10 marks)**
- b) Explain principal reasons why an organization might find it necessary to change. **(10 marks)**