

**TECHNICAL UNIVERSITY OF MOMBASA**  
**END OF SEMESTER EXAMS**  
**BMG 1102 BUSINESS MANAGEMENT**  
**CERTIFICATE IN BUSINESS MANAGEMENT**

**QUESTION ONE**

- a) Explain the following terms to describe Management.
- I. Management as an Art? (2marks)
  - II. Management as a Science? (2marks)
  - III. Management as both a Science and an Art? (2marks)
- b) State and explain FOUR characteristics of Management? (8marks)
- c) Discuss FOUR principles of Management as advocated by F.W. Taylor? (8marks)
- d) State and explain FOUR features of Scientific Management developed by Henri Fayol? (8marks)

**QUESTION TWO**

- a) State and Explain FIVE sources of inter group conflict in an Organization? (10marks)
- b) State and Explain FIVE characteristics of a good decision making process? (10marks)

**QUESTION THREE**

- a) State and Explain FIVE strategies a manager can use to manage a conflict in an organization? (10 marks)
- b) State and Explain FIVE importance of leadership to an organization? (10 marks)

**QUESTION FOUR**

- a) State and Explain FIVE types of leadership styles? (10 marks)
- b) State and Explain FIVE negative outcomes of a conflict in an organization? (10marks)

### **QUESTION FIVE**

- a) With a well labelled diagram explain Abraham Maslow's hierarchy of needs theory of motivation? (20marks)