



# TECHNICAL UNIVERSITY OF MOMBASA

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SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

SOCIAL SCIENCES

**UNIVERSITY EXAMINATION FOR:**

DEGREE OF BACHELOR OF SCIENCE IN DEVELOPMENT  
STUDIES (BSDS S15) YEAR ONE SEMESTER TWO.

BMG 4101: PRINCIPLES OF MANAGEMENT

END OF SEMESTER EXAMINATION

**SERIES:** APRIL 2016

**TIME :** 2 HOURS

**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.**

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## **Question ONE (Compulsory) 30 marks**

a) (i) Define Management. (2 marks)

(ii) Describe any FOUR salient features/ characteristics which highlight the nature of management. (8 marks)

- b) It has been said that, “as a matter of fact, management is an Art as well as a Science”. In your own opinion, explain why management can be considered as a Science. (8 marks)
- c) Distinguish between a leader and manager. (4 marks)
- d) Explain any FOUR functions of the supervisory level management in an organization. (8 marks)

### **Question Two**

- a) (i) Two types of controls which organizations use include; Feed forward control and Feedback control. Distinguish between Feed forward and Feedback types of control. (8 marks)
- (ii) As a Manager, which type of control (Feed forward or Feedback) will you prefer and why. (3 marks)
- b) Name and explain THREE essential skills that managers need to perform their duties. (9 marks)

### **Question Three**

Elton Mayor laid a firm foundation to management thought. Describe the work of Elton Mayo clearly pointing out his team’s contribution to management today.

(20 Marks)

### **Question Four**

- a) As a Manager explain how you would apply Abraham Maslow’s hierarchy of needs theory to motivate staff/employees. (12 marks)
- b) Give reasons why a manager may be reluctant to delegate work to junior staff in the organization. (8 marks)

### **Question Five**

- a) Explain the FIVE basic ingredients of leadership skill. (10 marks)
- b) Discuss the main reasons for resistance of change within an organization.  
(10 marks)