

TECHNICAL UNIVERSITY OF MOMBASA

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 : 2HOURS

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 (Compulsory) 30 marks

- a) (i) Define principles of Management. (2 marks)
- (ii) Explain any FOUR principles of management according to Henry Fayol.
(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 an Art. (8 marks)
- c) State your understanding of Elton Mayo’s “Hawthorne Effect” as used in management. (4 marks)
- d) Explain any FOUR roles of a leader in achieving organizational goals. (8 marks)

Question Two

- a) (i) Define planning. (2 marks)
(ii) Explain the various steps involved in the Planning function of management. (8 marks)
- b) Discuss how effective managers can minimize resistance to change within their organizations. (10 marks)

Question Three

- a) (i) Define Management by Objectives (MBO). (2 marks)
(ii) Describe the benefits of Management by Objectives to an Organization. (8 marks)
- b) Distinguish between Management and Administration. (10 marks)

Question Four

- a) (i) Taylor rested his philosophy, of Scientific Management, on four basic principles, explain these principles as part of the contributions he made to the theory of management. (8 marks)

(ii) Mention **any two** limitations of Frederick Taylor's Scientific Management Theory. (4 marks)

b) What is the importance of setting organizational objectives in a modern complex organization? (8 marks)

Question Five

a) In an organization, informal groups arise because it provides social satisfaction to people. Explain the benefits arising from the existence of an informal group to a manager. (10 marks)

b) (i) State the origin of the contingency Approach to management and indicate one of its constraints. (4 marks)

(ii) What are the main features of the Contingency Approach to management? (6 marks)