



# TECHNICAL UNIVERSITY OF MOMBASA

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## SCHOOL OF HUMANITIES AND SOCIAL SCIENCES

### SOCIAL SCIENCES

#### UNIVERSITY EXAMINATION FOR:

#### DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELLING

#### BMG 2102: PRINCIPLES AND PRACTISES OF MANAGEMENT

#### END OF SEMESTER EXAMINATION

**SERIES:** May 2016

**TIME:** 2HOURS

**DATE:** Pick 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

- a) Define the following terms:
- Dynamic management (3 marks)
  - Departmentalization (3 marks)
  - Division of labour (3 marks)
  - Management (3 marks)
  - Change (3 marks)
- b) Distinguish between management and administration on the basis of functions (8 marks)
- c) Briefly discuss the nature of management (7 marks)

#### Question TWO

- a) Discuss the bureaucratic principles developed by Max Weber (10 marks)
- b) Outline the various ways you can overcome resistance to change (10 marks)

### **Question THREE**

- a) Discuss 7 dynamics to change (14 marks)
- b) Outline the advantages of dynamic management (6 marks)

### **Question FOUR**

- a) Highlight the steps to effective diversity management (10 marks)
- b) Discuss the recommended diversity in the workplace solutions (10 marks)

### **Question FIVE**

- a) Explain the 3 levels of management (15 marks)
- b) Discuss the qualities of management (5 marks)