

TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF BUSINESS

DEPARTMENT OF BUSINESS ADMINISTRATION

UNIVERSITY EXAMINATIONS FOR THE DIPLOMA IN BUSINESS MANAGEMENT AND HUMAN RESOURCE
MANAGEMENT

BMG 2203: THEORY AND PRACTICE OF MANAGEMENT

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDTES:

1. This paper consists of **FIVE** questions.
 2. Answer **THREE** questions
 3. Question **ONE** is compulsory.
-

Question One (Compulsory)

- a) Explain the key elements of the external environment that can affect managers in an organization **(12 marks)**
- b) Discuss the **FIVE** main sources of power. **(10 marks)**
- c) Highlight the main principles of bureaucracy as outlined by Max Weber **(8 marks)**

Question Two

- a) Explain the main steps of decision making. **(12 marks)**
- b) Highlight the advantages of procedures in an organization. **(8 marks)**

Question Three

- a) For an organization management to effectively perform their duties, they need to embrace delegation of authority. Discuss any **FIVE** guidelines to effective delegation of authority. **(10 marks)**
- b) Information travels through informal and formal channels. Explain the main divisions of the formal channels of communication. **(10 marks)**

Question Four

- a) Highlight the **FOUR** main characteristics of bureaucracy as propounded by Max Weber. **(8 marks)**
- b) Discuss the main responsibilities of the three levels of management in an organization. **(12 marks)**

Question Five

- a) Discuss the components of a good mission statement. **(12 marks)**
- b) Management is a profession. Explain. **(8 marks)**