



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

Faculty of Business & Social Studies

DEPARTMENT OF BUSINESS STUDIES

DIPLOMA IN BUSINESS MANAGEMENT I

BB 21055: PRINCIPLES & PRACTICE OF MANAGEMENT

FINAL EXAMS

SERIES: APRIL/MAY 2010.

TIME: 3 HOURS

INSTRUCTIONS:

- Answer Question **ONE (COMPULSORY)** and any other **TWO** Questions.

- Q.1 (a) Managers need specific varieties of skills with which to discharge their duties at various levels. Highlight such skills by indicating the ones required at each level of management. [10 marks]
- (b) You are a manager of a large organization with several departments. In the recent past, there have been frequent cases of inter-departmental conflicts. Discuss **five** measures you would take to manage those conflicts. [10 marks]
- (c) Explain the **five** steps followed in decision making process. [10 marks]
- Q.2 (a) Explain any **five** factors that influence the degree of decentralization. [10 marks]
- (b) Discuss the **five** stages of group formation and development. [10 marks]
- Q.3 (a) Internal environmental constraints pose pressure on organizational decision making process. Explain the **five** common types of internal forces. [10 marks]
- (b) Discuss the benefits of Management By Objective. [10 marks]
- Q.4 (a) Explain the reasons that may be raised against business involvement in social activities. [10 marks]
- (b) Explain **five** advantages of specialization. [10 marks]
- Q.5 (a) Highlight **five** contributions of Fredrick Winslow Taylor to the development of management. [10 marks]
- (b) Explain any **five** criticisms of planning. [10 marks]