



TECHNICAL UNIVERSITY OF MOMBASA

SCHOOL OF HUMANITIES AND SOCIAL SCIENCES
DEPARTMENT OF HOSPITALITY & TOURISM MANAGEMENT
UNIVERSITY EXAMINATION FOR THE:
DIPLOMA IN TOURISM MANAGEMENT (DTMS16)
BMG 2101: PRINCIPLES AND PRACTICES OF MANAGEMENT
END OF SEMESTER EXAMINATION

SERIES: JUNE 2017

TIME: 2 HOURS

DATE: Pick Date Sep 2017

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 Choose instruction.

Do not write on the question paper.

SECTION A (Answer all the questions)

30 POINTS

QUESTION ONE

- a) Explain the importance of management in organisations. (10 marks)
- b) Outline any five reasons that would explain management an Art (5 marks)
- c) State any ten principles of management as given by Henri Fayol (10 marks)
- d) Describe the role of the top management in organisations (5 marks)

SECTION B (Answer only TWO questions)

QUESTION TWO

Explain the need and importance of planning in organizations. (20 marks)

QUESTION THREE

- a) Explain the steps that make the process of organization. (14 marks)
- b) Explain the main elements of organization. (6 marks)

QUESTION FOUR

- a) State the objectives of staffing in an organization. (5 marks)
- b) Discuss the objectives of manpower planning (10 marks)
- c) Describe the importance of having an organization structure. (5 marks)

QUESTION FIVE

- a) Outline ten (10) qualities of leadership. (10 marks)
- b) Describe the essential requirements of a good control system (10 marks)