



TECHNICAL UNIVERSITY OF MOMBASA

FACULTY OF BUSINESS AND SOCIAL STUDIES

DEPARTMENT OF BUSINESS STUDIES

BMG 4101: PRINCIPLES OF MANAGEMENT

END OF SEMESTER EXAMINATION

SERIES: APRIL 2016

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDATES

You should have the following for this examination

- Answer booklet

This paper consists of **FIVE** questions

Maximum marks for each part of a question are as shown

QUESTION ONE

- a) Discuss the five functions of management
(10marks)
- b) Discuss the major contributions made by Elton Mayo and his team to the principles of management. (10marks)
- c) Discuss the interpersonal roles of a manager (10marks)
- d) Discuss the process of decision making. (10marks)
- e) Human relations skills is critical for all managers. Discuss (10marks)

QUESTION TWO

- a) ABC has been on the decline for the last five years until Tom Kim took over. The performance of ABC Co. LTD until the arrival of Tom Kim who turned it around. Explain the possible actions that might have been taken to change the trend.
(10marks)
- b) Discuss the factors that need to be considered for effective delegation to take place.
(10marks)

QUESTION THREE

- a) Managers should be leaders. Discuss. (10marks)
- b) Discuss the ethical responsibilities of managers. (10marks)

QUESTION FOUR

- a) Kim Tall a new plant manager of TMC Company Ltd has proposed budget of Ksh 20million shillings to spent corporate social responsibilities. Discuss the factors you will use to justify the allocation. (20marks)
- b) Explain internal factors that pose contrants to managers (10marks)

QUESTION FIVE

- a) Explain the benefits of using management by objectives (MBO) by managers in running an organization. (10marks)

b) Explain the drawback of using committees in running an organization. **(10marks)**