

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

SERIES: MAY

TIME: 2 HOURS

INSTRUCTIONS TO CANDIDTES:

1. This paper consists of **FIVE** questions.
 2. Answer **THREE** questions
 3. Question **ONE** is compulsory.
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Question One (Compulsory)

- a) Discuss the Abraham Maslow Hierarchy of needs theory and how a manager can use it to meet the needs of the employees. **(12 marks)**
- b) Explain **FIVE** characteristics of management . **(10 marks)**
- c) Highlight the **FOUR** main characteristics of bureaucracy as propounded by Max Weber. **(8 marks)**

Question Two

- a) Management operates through various functions. Explain these functions of management. **(10 marks)**
- b) 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)**

Question Three

- a) Discuss the main responsibilities of the **THREE** levels of management in an organization. **(12 marks)**
- b) Explain any **FOUR** roles of effective communication to the management of an organization. **(8 marks)**

Question Four

- a) Under the modern theory era Henry Mintzberg studied what managers actually do. He observed ten roles of managers. Clearly discuss these roles. **(10 marks)**
- b) Explain why it is important for managers to set objectives in organizations. **(10 marks)**

Question Five

- a) Explain how the skills of management enhance their performance in a business environment. **(10 marks)**
- b) Expound the main advantages of Management by Objectives (MBO). **(10 marks)**