



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

FACULTY OF BUSINESS AND SOCIAL STUDIES

DEPARTMENT OF LIBERAL STUDIES AND COMMUNITY DEVELOPMENT

**DIPLOMA IN COMMUNITY DEVELOPMENT AND COUNSELING
(DCDC J010)**

END OF SEMESTER EXAMINATION

APRIL/MAY 2010 SERIES

DCD 119: PRINCIPLES OF MANAGEMENT

TIME: 2 HOURS

Instructions

1. This paper contains **TWO** Section **A & B**.
2. Answer **ALL** Questions in Section **A**.
3. Answer any **TWO** Questions **ONLY** from Section **B**.

SECTION A (Compulsory)

Answer ALL Questions in this Section.

QUESTION ONE

- (a) There are different viewpoints as to whether management should be regarded as a science or an art or both. As a matter of fact, management is an art as well as a science. Discuss this statement giving your views why you may concur that management is both a science as well as an art. **(12 Marks)**
- (b) Explain any **THREE** facts that prove the importance of management. **(6 Marks)**
- (c) Henry Fayol gave some widely accepted Principles of Management. Explain any **THREE** Principles of Management according to Henry Fayol. **(6 Marks)**
- (d) Explain the classical approach as regards the development of management thought. **(6 Marks)**

SECTION B

Answer ANY TWO Questions ONLY from this Section.

QUESTION TWO

- (a) Planning is not a substitute to executive judgement but just an aid to it. Explain any **FIVE** limitations of planning. **(10 Marks)**
- (b) Describe the major contributions of each of the management theorists mentioned below:
- (i) G. Elton Mayo **(5 Marks)**
- (ii) Henry Gantt **(5 Marks)**

QUESTION THREE

- (a) When Organizations experience declining output, it is normally attributed to the low morale of the workers. Explain **FIVE** measures that management may take to improve morale of workers. **(10 Marks)**

- (b) Explain the sources from which a manager may drive power over workers in the organization. **(10 Marks)**

QUESTION FOUR

- (a) Explain **FIVE** measures that an office manager should take to control the use of office stationery. **(10 Marks)**
- (b) (i) Explain what you understand by the term recruitment. **(2 Marks)**
- (ii) Transferring an employee from one work-place to another may be used as a source of recruitment, explain **FOUR** reasons why staff should be transferred. **(8 Marks)**

QUESTION FIVE

- (a) Explain the merits of a group incentive bonus scheme. **(10 Marks)**
- (b) Most Chief Executives like forming committees to deal with different issues of the organization and then give periodic reports.
- (i) Define a committee. **(2 Marks)**
- (ii) Name and explain the characteristics of an effective Committee. **(8 Marks)**