



**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**

### **Answer ALL Questions in the Section**

#### **Question ONE**

- (a). Management can be defined as the process of achieving an organizations goals through the coordinated performance of **FIVE** specific function of- planning, organizing, staffing, directing and controlling.

Name and explain any **FIVE** Salient features which highlight the nature of management. **(10 Marks)**

- (b). Explain any **THREE** benefits of studying management. **(6 Marks)**

- (c). (i). Define the term “authority” as used in management. **(2 Marks)**

(ii). Degree of authority is known to relate to management level. State some authorities that the middle level management can exercise. **(6 Marks)**

- (d). Why is it impossible to apply the principles of scientific management in all management situations. **(6 Marks)**

## **SECTION B**

### **Answer any TWO Questions ONLY from this Section**

#### **Question TWO**

- (a). Describe the procedure that should be followed in the planning process. **(10 Marks)**

- (b). Highlight the difficulties that a manager may experience in controlling human resource in an organization. **(10 Marks)**

#### **Question THREE**

- (a). Explain the organizational hindrances that may limit the effectiveness of delegation as a strategy of management development. **(10 Marks)**

- (b). Highlight the major contributions of the following management Theorists.

(i). Fredrick Taylor **(5 Marks)**

(ii). William Ouchi **(5 Marks)**

#### **Question FOUR**

- (a). (i). Define the term departmentation. **(2 Marks)**
- (ii). Explain any **FOUR** reasons why departmentation is required in management. **(8 Marks)**
- (b). Discuss the advantages and disadvantages of informal organizations. **(10 Marks)**

**Question FIVE**

- (a). Define leadership. **(2 Marks)**
- (b). Discuss the traits theory of leadership. **(8 Marks)**
- (c). Highlight the limitations of the traits theory of leadership. **(6 Marks)**
- (d). Mention the qualities that a leader must possess according to Henry Fayol. **(4 Marks)**