



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 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 management theorists mentioned below:
- (i). G. Elton Mayo **(5 Marks)**
- (ii). Henry Garitt **(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 source 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)**