



**THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE**

*Faculty of Engineering & Technology*

**DEPARTMENT OF COMPUTER SCIENCE**

**DIPLOMA IN INFORMATION & COMMUNICATION  
TECHNOLOGY**

**END OF SEMESTER 2010 EXAMINATION**

**APRIL/MAY 2010 SERIES**

**PRINCIPLES AND PRACTICE OF MANAGEMENT**

**TIME: 2 hours**

**INSTRUCTIONS TO CANDIDATES**

- (i). Answer **THREE** Questions.
- (ii). All Questions Carry Equal Marks.

## **SECTION A**

### **Question ONE**

Discuss the contribution of the following 'Gurus' to the discipline of management;

- (a). Henri Fayol
- (b). Fredrick W. Taylor

**(23 Marks)**

## **SECTION B**

### **Question TWO**

- (a). Explain any **FIVE** principles of Planning. **(10 Marks)**
- (b). "Failure to Plan is planning to fail" Discuss. **(13 marks)**

### **Question THREE**

- (a). (i). Define the term '**Organization**'. **(2 Marks)**
- (ii). Distinguish between **Power** and **Authority**. **(8 Marks)**
- (b). (i). Explain the importance of departmentalization. **(6 Marks)**
- (ii). State **FOUR** advantages and **THREE** disadvantages of line organization structure. **(7 Marks)**

### **Question FOUR**

- (a). Explain the **THREE** management skills a manager should possess. **(6 Marks)**
- (b). Briefly describe the management functions. **(10 Marks)**
- (c). (i). Define the terms 'efficiency' and 'effectiveness'. **(2 Marks)**
- (ii). How are these terminologies important to the discipline of management. **(5 Marks)**

### **Question FIVE**

- (a). "Management is both Science and an Art". Discuss. **(9Marks)**
- (b). Explain any **FOUR** external environmental factors that may affect a manager's ability to achieve the organizational goals. **(8 Marks)**
- (c). Explain how the following management principles are crucial in the organizations' ability to achieve its goals:

- (i). Division of labour
- (ii). Authority and Responsibility
- (iii). Equity

**(6 Marks)**